

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 1

Q1. Which of the following best describes the type of property in which you live?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Flat	401 19%	224 22%	176 16%	60 26%	97 27%	80 24%	73 20%	43 14%	49 10%	103 19%	128 21%	56 13%	113 23%	60 34%	12 13%	30 13%	20 11%	28 16%	21 14%	7 7%	24 13%	108 39%	64 22%	24 13%	4 6%
Maisonette	56 3%	28 3%	28 3%	6 3%	13 4%	7 2%	10 3%	8 3%	11 2%	13 2%	17 3%	8 2%	17 4%	3 2%	- -	7 3%	1 *	4 2%	- -	4 4%	3 1%	21 7%	10 3%	3 2%	1 2%
Bungalow	178 9%	90 9%	88 8%	6 3%	14 4%	16 5%	23 6%	36 11%	84 17%	46 8%	43 7%	41 9%	48 10%	18 10%	12 14%	18 8%	12 7%	13 7%	15 10%	8 8%	17 8%	10 4%	24 8%	24 13%	8 13%
Terraced house	468 22%	212 21%	256 24%	45 20%	75 21%	88 27%	90 25%	74 23%	96 20%	106 19%	133 22%	107 24%	122 24%	33 19%	22 26%	63 27%	48 28%	37 21%	26 17%	30 31%	47 24%	56 20%	58 20%	33 18%	15 25%
Semi-detached house	651 31%	322 32%	326 31%	63 28%	121 34%	108 32%	118 32%	103 32%	138 28%	156 28%	187 31%	153 35%	154 31%	43 24%	35 41%	82 35%	74 42%	63 35%	54 36%	30 30%	68 35%	56 20%	74 26%	59 33%	14 24%
Detached house	319 15%	135 13%	183 17%	46 20%	39 11%	33 10%	47 13%	53 17%	100 20%	118 21%	91 15%	70 16%	40 8%	16 9%	5 6%	32 14%	20 11%	32 18%	30 20%	19 19%	35 18%	24 9%	51 18%	36 20%	17 29%
Caravan/ Mobile home	10 *	4 *	6 1%	- -	- -	* *	1 *	1 *	7 1%	4 1%	2 *	1 *	3 1%	* *	- -	1 *	- -	2 1%	1 1%	- -	- -	- -	3 1%	1 1%	- -
Other (please specify)	9 *	4 *	4 *	* *	1 *	- -	1 *	1 *	5 1%	4 1%	3 *	2 *	1 *	3 2%	- -	- -	- -	- -	2 2%	1 1%	1 *	1 *	1 *	- -	- -

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Table 2

Q1. Which of the following best describes the type of property in which you live?

Base: All respondents

	Property ownership					Working status							House person, housewife, husband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
Flat	401 19%	134 9%	263 41%	378 23%	23 6%	274 22%	251 23%	23 19%	44 27%	27 31%	46 9%	10 9%	
Maisonette	56 3%	28 2%	27 4%	52 3%	4 1%	39 3%	36 3%	3 3%	5 3%	1 2%	9 2%	1 1%	
Bungalow	178 9%	121 9%	53 8%	114 7%	64 15%	75 6%	64 6%	12 10%	13 8%	3 4%	82 16%	5 5%	
Terraced house	468 22%	333 23%	133 21%	383 23%	85 21%	290 23%	265 24%	25 21%	34 21%	10 12%	99 20%	35 33%	
Semi-detached house	651 31%	500 35%	141 22%	528 32%	122 30%	392 32%	359 32%	34 28%	55 34%	27 30%	140 28%	37 35%	
Detached house	319 15%	286 20%	21 3%	213 13%	106 25%	162 13%	137 12%	25 20%	12 7%	19 21%	109 22%	18 17%	
Caravan/ Mobile home	10 *	9 1%	* *	4 *	6 1%	1 *	1 *	- -	- -	- -	8 2%	- -	
Other (please specify)	9 *	7 *	2 *	5 *	4 1%	2 *	2 *	- -	2 1%	* *	5 1%	- -	

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Table 3

Q1. Which of the following best describes the type of property in which you live?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
Flat	401 19%	401 100%	-	-	-	-	-	-	-	23 16%	377 19%	159 25%	43 21%	59 29%	57 25%	115 19%	51 16%	126 19%	83 17%	37 25%	11 19%	24 33%	3 42%	4 50%	62 19%	
Maisonette	56 3%	-	56 100%	-	-	-	-	-	-	7 5%	49 3%	22 3%	10 5%	7 3%	5 2%	18 3%	11 4%	17 3%	11 2%	3 2%	1 2%	7 9%	-	1 17%	4 1%	
Bungalow	178 9%	-	-	178 100%	-	-	-	-	-	14 10%	164 8%	40 6%	13 6%	12 6%	14 6%	36 6%	29 9%	56 8%	39 8%	19 13%	11 18%	8 11%	1 8%	-	16 5%	
Terraced house	468 22%	-	-	-	468 100%	-	-	-	-	16 11%	449 23%	147 23%	44 21%	40 19%	63 27%	143 24%	68 21%	153 23%	103 21%	36 25%	9 15%	9 12%	1 16%	2 25%	89 28%	
Semi-detached house	651 31%	-	-	-	-	651 100%	-	-	-	43 30%	605 31%	200 31%	76 36%	65 32%	59 26%	193 32%	101 32%	213 32%	161 33%	33 23%	24 41%	16 22%	1 8%	1 7%	101 31%	
Detached house	319 15%	-	-	-	-	-	319 100%	-	-	38 27%	277 14%	74 12%	22 11%	21 10%	32 14%	87 15%	53 17%	102 15%	91 18%	17 12%	2 4%	5 6%	1 11%	-	47 15%	
Caravan/ Mobile home	10 *	-	-	-	-	-	-	10 100%	-	-	10 *	-	-	-	-	1 *	1 *	2 *	3 1%	-	-	2 3%	1 16%	-	-	
Other (please specify)	9 *	-	-	-	-	-	-	-	9 100%	-	9 *	1 *	-	-	1 *	1 *	1 *	1 *	4 1%	-	-	2 2%	-	-	2 1%	

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Table 4

Q2. Separate from the property in which you live, do you own any properties that you then rent out?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Yes	141 7%	71 7%	71 7%	11 5%	41 11%	23 7%	23 6%	22 7%	22 4%	49 9%	34 6%	34 8%	26 5%	8 4%	5 5%	19 8%	6 4%	12 6%	13 9%	11 12%	3 1%	37 13%	11 4%	7 4%	9 16%
No	1939 93%	941 92%	993 93%	211 93%	317 88%	308 93%	340 93%	296 93%	467 96%	502 91%	566 94%	398 91%	473 95%	170 96%	81 95%	211 91%	167 96%	168 93%	136 90%	85 86%	190 98%	236 86%	273 96%	172 96%	49 84%
Prefer not to say	10 1%	7 1%	3 *	5 2%	2 1%	1 *	1 *	2 *	-	-	4 1%	6 1%	-	-	-	2 1%	-	1 *	2 1%	2 2%	1 1%	3 1%	* *	-	-

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Table 5

Q2. Separate from the property in which you live, do you own any properties that you then rent out?

Base: All respondents

	Property ownership			Working status							House person, housewife, household etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Yes	141 7%	115 8%	25 4%	104 6%	38 9%	110 9%	92 8%	18 15%	4 2%	2 2%	20 4%	5 5%
No	1939 93%	1293 91%	615 96%	1562 93%	377 91%	1120 91%	1015 91%	104 85%	158 97%	85 96%	477 96%	100 94%
Prefer not to say	10 1%	10 1%	-	10 1%	-	7 1%	7 1%	-	1 1%	1 1%	-	1 1%

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Table 6

Q2. Separate from the property in which you live, do you own any properties that you then rent out?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Yes	141 7%	23 6%	7 12%	14 8%	16 3%	43 7%	38 12%	-	-	141 100%	-	84 13%	21 10%	35 17%	27 12%	27 4%	26 8%	49 7%	33 7%	10 7%	2 4%	5 8%	-	-	17 5%
No	1939 93%	377 94%	49 88%	164 92%	449 96%	605 93%	277 87%	10 100%	9 100%	-	1939 100%	554 86%	187 90%	166 82%	201 87%	566 95%	289 92%	618 92%	459 93%	136 93%	56 96%	67 92%	8 100%	8 100%	299 93%
Prefer not to say	10 1%	1 *	-	-	3 1%	3 *	3 1%	-	-	-	-	4 1%	-	2 1%	2 1%	3 1%	-	3 1%	3 1%	-	-	-	-	-	4 1%

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Table 7

Q3. Thinking about an average working week, how often, if ever, do you work from home?**Base: All respondents in work**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	1200	636	561	130	312	264	275	172	47	319	365	313	203	91	48	129	102	105	84	65	104	194	155	80	43
Weighted base	1237	661	572	135	306	282	295	170	50	347	376	299	215	97	52	139	105	108	86	63	110	188	158	91	40
NET: Ever work at home	642	334	304	86	182	149	138	61	25	251	232	96	62	50	20	75	58	52	40	31	56	118	79	44	20
	52%	51%	53%	64%	59%	53%	47%	36%	51%	72%	62%	32%	29%	52%	38%	54%	55%	48%	47%	48%	51%	62%	50%	48%	50%
Every day	208	93	115	28	46	47	53	24	10	87	75	29	16	20	4	18	23	19	9	7	22	33	21	23	10
	17%	14%	20%	21%	15%	17%	18%	14%	20%	25%	20%	10%	7%	20%	8%	13%	22%	17%	10%	11%	20%	18%	13%	25%	25%
Most days	204	123	80	32	71	52	29	15	5	80	72	28	24	15	9	26	10	10	15	8	17	41	38	10	4
	16%	19%	14%	24%	23%	18%	10%	9%	10%	23%	19%	10%	11%	16%	17%	19%	9%	9%	17%	13%	16%	22%	24%	11%	11%
Some days	230	119	109	26	65	51	56	23	10	85	85	38	22	15	7	31	25	23	16	16	18	44	20	10	6
	19%	18%	19%	19%	21%	18%	19%	13%	21%	24%	23%	13%	10%	16%	13%	22%	24%	21%	19%	25%	16%	23%	13%	11%	14%
Never	595	327	268	49	124	133	157	108	24	95	144	203	153	47	32	64	47	56	46	33	53	71	79	47	20
	48%	49%	47%	36%	41%	47%	53%	64%	49%	28%	38%	68%	71%	48%	62%	46%	45%	52%	53%	52%	49%	38%	50%	52%	50%

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Table 8

Q3. Thinking about an average working week, how often, if ever, do you work from home?

Base: All respondents in work

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	1200	695	477	990	210	1200	1065	135	-	-	-	-
Weighted base	1237	822	396	1012	224	1237	1114	122	-	-	-	-
NET: Ever work at home	642	429	202	530	112	642	550	91	-	-	-	-
	52%	52%	51%	52%	50%	52%	49%	75%	-	-	-	-
Every day	208	139	64	155	53	208	156	51	-	-	-	-
	17%	17%	16%	15%	24%	17%	14%	42%	-	-	-	-
Most days	204	133	69	173	30	204	181	23	-	-	-	-
	16%	16%	17%	17%	13%	16%	16%	19%	-	-	-	-
Some days	230	157	70	202	29	230	213	17	-	-	-	-
	19%	19%	18%	20%	13%	19%	19%	14%	-	-	-	-
Never	595	393	194	482	113	595	564	31	-	-	-	-
	48%	48%	49%	48%	50%	48%	51%	25%	-	-	-	-

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Table 9

Q3. Thinking about an average working week, how often, if ever, do you work from home?**Base: All respondents in work**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	1200	293	38	68	281	360	155	2	3	93	1102	609	203	183	223	591	170	376	293	93	31	49	4	5	179
Weighted base	1237	274	39	75	290	392	162	1	2	110	1120	642	208	204	230	595	175	398	305	92	36	50	2	5	174
NET: Ever work at home	642	159	22	40	147	200	74	-	1	84	554	642	208	204	230	-	100	212	160	45	16	31	2	1	74
	52%	58%	55%	53%	51%	51%	46%	-	37%	76%	49%	100%	100%	100%	100%	-	57%	53%	52%	49%	45%	63%	100%	20%	42%
Every day	208	43	10	13	44	76	22	-	-	21	187	208	208	-	-	-	31	71	58	10	5	8	2	*	22
	17%	16%	26%	17%	15%	19%	13%	-	-	19%	17%	32%	100%	-	-	-	18%	18%	19%	11%	14%	17%	73%	8%	12%
Most days	204	59	7	12	40	65	21	-	-	35	166	204	-	204	-	-	33	77	45	13	4	12	*	1	19
	16%	22%	18%	16%	14%	17%	13%	-	-	32%	15%	32%	-	100%	-	-	19%	19%	15%	14%	11%	23%	13%	12%	11%
Some days	230	57	5	14	63	59	32	-	1	27	201	230	-	-	230	-	36	64	57	22	7	11	*	-	33
	19%	21%	12%	19%	22%	15%	20%	-	37%	25%	18%	36%	-	-	100%	-	20%	16%	19%	24%	20%	22%	14%	-	19%
Never	595	115	18	36	143	193	87	1	1	27	566	-	-	-	-	595	75	186	145	47	20	19	-	4	101
	48%	42%	45%	47%	49%	49%	54%	100%	63%	24%	51%	-	-	-	-	100%	43%	47%	48%	51%	55%	37%	-	80%	58%

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Table 10

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	Northern Ireland
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Digital subscriber line (DSL) where broadband is transmitted over copper wires from telephone lines, maximum speeds of up to 30Mbit/s	315	167	146	19	49	49	52	60	87	83	85	68	79	36	12	36	26	19	16	18	22	45	44	34	7
Fibre to the Cabinet (FTTC) where broadband is transmitted via fibre optic cables into the 'cabinet' on your street and from there, copper cables into your home, maximum speeds of up to 80Mbit/s	669	365	303	58	109	110	124	106	162	162	195	148	164	57	25	78	50	62	42	24	72	73	97	73	16
Fibre to the Premises (FTTP) broadband is transmitted via fibre optic cables directly into your home, maximum speeds of up to 1Gbit/s	494	248	246	52	106	82	77	67	110	172	127	112	84	38	22	43	38	50	41	31	42	70	61	35	23
Fixed wireless access	145	58	88	23	23	25	31	13	30	32	41	26	47	12	7	21	13	10	11	4	14	21	14	13	4
Satellite	58	19	39	8	11	8	8	10	14	14	17	8	19	2	2	9	7	12	6	3	4	5	7	2	-
I use a mobile connection to access the internet	73	45	27	11	12	7	17	11	15	21	15	13	23	6	2	9	9	5	4	3	6	14	9	5	2
Other (please specify)	8	6	2	1	2	*	1	1	2	2	2	1	3	1	-	-	1	1	-	-	1	3	-	-	-
	*	1%	*	*	1%	*	*	*	*	*	*	*	1%	1%	-	-	1%	1%	-	-	*	1%	-	-	-

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Table 10

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
I do not have an internet connection at home	8	5	3	1	-	2	2	3	-	-	5	*	2	1	3	-	1	-	*	2	-	2	-	-	-
	*	*	*	*	-	*	1%	1%	-	-	1%	*	*	*	3%	-	*	-	*	2%	-	1%	-	-	-
Don't know	321	107	213	55	47	50	52	48	67	65	117	62	77	24	12	37	29	22	30	13	33	44	52	19	6
	15%	10%	20%	24%	13%	15%	14%	15%	14%	12%	19%	14%	15%	14%	14%	16%	17%	12%	20%	13%	17%	16%	18%	11%	11%

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Table 11

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Digital subscriber line (DSL) where broadband is transmitted over copper wires from telephone lines, maximum speeds of up to 30Mbit/s	315 15%	225 16%	85 13%	234 14%	80 19%	175 14%	149 13%	26 21%	25 16%	7 8%	87 18%	20 19%
Fibre to the Cabinet (FTTC) where broadband is transmitted via fibre optic cables into the 'cabinet' on your street and from there, copper cables into your home, maximum speeds of up to 80Mbit/s	669 32%	468 33%	194 30%	525 31%	144 35%	398 32%	361 32%	36 30%	53 33%	10 11%	173 35%	36 34%
Fibre to the Premises (FTTP) broadband is transmitted via fibre optic cables directly into your home, maximum speeds of up to 1Gbit/s	494 24%	354 25%	135 21%	423 25%	71 17%	305 25%	279 25%	26 21%	33 20%	19 21%	115 23%	22 21%
Fixed wireless access	145 7%	79 6%	64 10%	117 7%	29 7%	92 7%	85 8%	7 5%	10 6%	13 15%	25 5%	5 5%
Satellite	58 3%	36 3%	21 3%	44 3%	14 3%	36 3%	35 3%	1 1%	4 2%	4 5%	11 2%	2 2%
I use a mobile connection to access the internet	73 3%	39 3%	33 5%	60 4%	13 3%	50 4%	38 3%	12 10%	5 3%	4 5%	12 2%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 11

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person, housewife, husband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Other (please specify)	8*	4*	3*	6*	2*	2*	1*	1*	2*	-	3*	1*
I do not have an internet connection at home	8*	2*	5*	7*	1*	5*	4*	1*	2*	1*	-	-
Don't know	321 15%	211 15%	99 15%	261 16%	60 15%	174 14%	162 15%	13 10%	29 18%	30 34%	69 14%	19 18%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 12

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
Digital subscriber line (DSL) where broadband is transmitted over copper wires from telephone lines, maximum speeds of up to 30Mbit/s	315	51	11	29	68	101	53	1	1	26	289	100	31	33	36	75	315	-	-	-	-	-	-	-	-	
	15%	13%	20%	16%	14%	15%	17%	15%	9%	18%	15%	16%	15%	16%	15%	13%	100%	-	-	-	-	-	-	-	-	
Fibre to the Cabinet (FTTC) where broadband is transmitted via fibre optic cables into the 'cabinet' on your street and from there, copper cables into your home, maximum speeds of up to 80Mbit/s	669	126	17	56	153	213	102	2	1	49	618	212	71	77	64	186	-	669	-	-	-	-	-	-	-	
	32%	31%	30%	31%	33%	33%	32%	20%	6%	34%	32%	33%	34%	38%	28%	31%	-	100%	-	-	-	-	-	-	-	
Fibre to the Premises (FTTP) broadband is transmitted via fibre optic cables directly into your home, maximum speeds of up to 1Gbit/s	494	83	11	39	103	161	91	3	4	33	459	160	58	45	57	145	-	-	494	-	-	-	-	-	-	
	24%	21%	20%	22%	22%	25%	29%	28%	42%	23%	24%	25%	28%	22%	25%	24%	-	-	100%	-	-	-	-	-	-	
Fixed wireless access	145	37	3	19	36	33	17	-	-	10	136	45	10	13	22	47	-	-	-	145	-	-	-	-	-	
	7%	9%	5%	11%	8%	5%	5%	-	-	7%	7%	7%	5%	6%	9%	8%	-	-	-	100%	-	-	-	-	-	
Satellite	58	11	1	11	9	24	2	-	-	2	56	16	5	4	7	20	-	-	-	-	58	-	-	-	-	
	3%	3%	2%	6%	2%	4%	1%	-	-	1%	3%	3%	2%	2%	3%	3%	-	-	-	-	100%	-	-	-	-	
I use a mobile connection to access the internet	73	24	7	8	9	16	5	2	2	5	67	31	8	12	11	19	-	-	-	-	-	73	-	-	-	
	3%	6%	12%	5%	2%	2%	1%	24%	20%	4%	3%	5%	4%	6%	5%	3%	-	-	-	-	-	100%	-	-	-	
Other (please specify)	8	3	-	1	1	1	1	1	-	-	8	2	2	*	*	-	-	-	-	-	-	-	8	-	-	
	*	1%	-	*	*	*	*	12%	-	-	*	*	1%	*	*	-	-	-	-	-	-	-	100%	-	-	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 12

Q4. What type of broadband connection do you have at home?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
I do not have an internet connection at home	8	4	1	-	2	1	-	-	-	-	8	1	*	1	-	4	-	-	-	-	-	-	-	8	-
	*	1%	2%	-	*	*	-	-	-	-	*	*	*	*	-	1%	-	-	-	-	-	-	-	100%	-
Don't know	321	62	4	16	89	101	47	-	2	17	299	74	22	19	33	101	-	-	-	-	-	-	-	-	321
	15%	15%	8%	9%	19%	15%	15%	-	23%	12%	15%	11%	10%	9%	14%	17%	-	-	-	-	-	-	-	-	100%

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Absolutes/col percents

Table 13

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Summary
Base: All respondents

	<u>Upload speeds</u>	<u>Download speeds</u>	<u>Reliability</u>	<u>Price</u>	<u>Value for money</u>
Unweighted base	2091	2091	2091	2091	2091
Weighted base	2091	2091	2091	2091	2091
NET: Better	1224 59%	1253 60%	1078 52%	364 17%	453 22%
Has got much better	283 14%	296 14%	245 12%	51 2%	79 4%
Has got better	941 45%	957 46%	833 40%	313 15%	375 18%
Has not changed	747 36%	697 33%	791 38%	599 29%	781 37%
Has got worse	107 5%	123 6%	197 9%	949 45%	720 34%
Has got much worse	14 1%	19 1%	25 1%	179 9%	136 7%
NET: Worse	121 6%	141 7%	222 11%	1127 54%	856 41%

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Absolutes/col percents

Table 14

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Upload speeds

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Better	1224	613	606	131	219	186	225	179	283	323	368	261	271	109	56	144	99	102	89	56	109	150	164	105	42
	59%	60%	57%	58%	61%	56%	62%	56%	58%	59%	61%	60%	54%	61%	65%	62%	57%	57%	59%	57%	56%	54%	58%	58%	72%
Has got much better	283	141	141	36	64	40	47	29	68	80	80	70	52	34	14	35	23	25	16	11	22	37	27	22	18
	14%	14%	13%	16%	18%	12%	13%	9%	14%	15%	13%	16%	10%	19%	16%	15%	13%	14%	11%	11%	11%	14%	10%	12%	30%
Has got better	941	472	465	95	155	146	178	151	216	243	288	191	219	75	42	109	76	77	72	45	86	112	137	83	25
	45%	46%	44%	42%	43%	44%	49%	47%	44%	44%	48%	44%	44%	42%	49%	47%	44%	43%	48%	46%	44%	41%	48%	46%	42%
Has not changed	747	360	386	76	117	128	127	122	177	186	208	145	208	55	25	73	65	64	55	39	80	106	110	60	16
	36%	35%	36%	33%	33%	38%	35%	38%	36%	34%	34%	33%	42%	31%	29%	31%	37%	36%	36%	40%	41%	38%	39%	33%	27%
Has got worse	107	42	64	19	20	16	11	15	26	38	24	26	18	11	5	15	10	11	7	3	6	15	10	14	-
	5%	4%	6%	8%	6%	5%	3%	5%	5%	7%	4%	6%	4%	6%	6%	6%	6%	6%	5%	3%	3%	5%	4%	8%	-
Has got much worse	14	4	10	1	4	3	2	2	2	2	4	6	2	3	-	-	*	3	-	-	-	6	-	1	1
	1%	*	1%	*	1%	1%	*	1%	*	*	1%	1%	*	2%	-	-	*	2%	-	-	-	2%	-	1%	1%
NET: Worse	121	46	74	20	24	19	12	18	28	41	28	32	20	14	5	15	10	14	7	3	6	20	10	15	1
	6%	5%	7%	9%	7%	6%	3%	6%	6%	7%	5%	7%	4%	8%	6%	6%	6%	8%	5%	3%	3%	7%	4%	8%	1%

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Absolutes/col percents

Table 15

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Upload speeds
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Better	1224 59%	846 60%	361 56%	982 59%	242 58%	737 60%	671 60%	67 54%	79 48%	55 62%	289 58%	64 60%
Has got much better	283 14%	191 13%	90 14%	220 13%	63 15%	177 14%	167 15%	11 9%	13 8%	13 15%	67 14%	12 11%
Has got better	941 45%	655 46%	271 42%	762 45%	179 43%	560 45%	504 45%	56 46%	66 40%	42 48%	221 45%	52 49%
Has not changed	747 36%	498 35%	235 37%	596 36%	150 36%	429 35%	382 34%	48 39%	77 47%	24 28%	182 37%	35 33%
Has got worse	107 5%	66 5%	39 6%	87 5%	20 5%	61 5%	54 5%	7 6%	6 4%	8 9%	25 5%	6 6%
Has got much worse	14 1%	8 1%	5 1%	12 1%	2 1%	9 1%	8 1%	1 *	1 1%	* 1%	2 *	2 2%
NET: Worse	121 6%	74 5%	44 7%	98 6%	22 5%	70 6%	62 6%	8 7%	7 5%	9 10%	27 5%	8 7%

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Absolutes/col percents

Table 16

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Upload speeds

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other			
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
NET: Better	1224	223	34	115	275	387	181	5	4	100	1116	411	132	134	145	326	160	425	333	87	31	36	5	3	144	
	59%	56%	61%	65%	59%	59%	57%	49%	47%	70%	58%	64%	64%	66%	63%	55%	51%	63%	67%	60%	53%	50%	62%	44%	45%	
Has got much better	283	53	13	24	57	94	41	1	1	36	247	104	36	41	28	73	31	96	108	10	8	11	1	-	18	
	14%	13%	23%	14%	12%	14%	13%	9%	12%	26%	13%	16%	17%	20%	12%	12%	10%	14%	22%	7%	13%	16%	12%	-	6%	
Has got better	941	170	21	91	218	293	140	4	3	64	870	307	96	93	117	253	129	329	225	76	23	25	4	3	126	
	45%	42%	39%	51%	47%	45%	44%	40%	36%	45%	45%	48%	46%	46%	51%	43%	41%	49%	46%	53%	40%	34%	50%	44%	39%	
Has not changed	747	159	18	54	158	226	124	5	3	31	713	198	65	55	78	232	131	211	139	46	26	28	3	4	158	
	36%	40%	32%	30%	34%	35%	39%	47%	39%	22%	37%	31%	31%	27%	34%	39%	42%	31%	28%	32%	45%	39%	38%	51%	49%	
Has got worse	107	15	4	6	32	35	13	*	1	9	97	29	10	13	6	33	22	31	17	13	1	6	-	*	17	
	5%	4%	7%	3%	7%	5%	4%	4%	13%	7%	5%	4%	5%	6%	3%	5%	7%	5%	3%	9%	2%	8%	-	5%	5%	
Has got much worse	14	4	-	3	3	3	1	-	-	2	12	4	1	1	2	4	2	4	5	-	-	2	-	-	1	
	1%	1%	-	2%	1%	*	*	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	2%	-	-	*	
NET: Worse	121	19	4	9	35	37	14	*	1	11	110	33	11	14	8	37	24	34	22	13	1	8	-	*	18	
	6%	5%	7%	5%	8%	6%	4%	4%	13%	8%	6%	5%	5%	7%	3%	6%	8%	5%	4%	9%	2%	11%	-	5%	6%	

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Absolutes/col percents

Table 17

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Download speeds

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Better	1253	625	624	143	220	195	232	179	285	336	380	261	276	106	58	144	106	106	91	56	108	149	175	111	42
	60%	61%	59%	63%	61%	58%	64%	56%	58%	61%	63%	60%	55%	60%	67%	62%	61%	59%	61%	57%	56%	54%	62%	62%	72%
Has got much better	296	160	135	38	69	43	52	29	65	88	85	71	52	31	13	29	24	23	20	10	26	41	40	22	18
	14%	16%	13%	17%	19%	13%	14%	9%	13%	16%	14%	16%	10%	17%	15%	13%	14%	13%	10%	13%	15%	15%	14%	12%	31%
Has got better	957	465	489	105	151	151	180	149	221	249	294	190	224	76	45	115	82	83	72	46	83	108	136	89	24
	46%	46%	46%	46%	42%	45%	49%	47%	45%	45%	49%	43%	45%	43%	52%	50%	47%	46%	48%	47%	43%	39%	48%	49%	41%
Has not changed	697	333	363	64	110	115	119	119	170	174	191	143	188	55	25	68	58	58	53	40	77	97	95	54	16
	33%	33%	34%	28%	31%	34%	33%	37%	35%	32%	32%	33%	38%	31%	29%	29%	33%	32%	35%	41%	40%	35%	33%	30%	27%
Has got worse	123	55	68	17	25	18	11	20	32	35	30	26	31	13	3	19	9	13	6	2	9	22	13	14	-
	6%	5%	6%	8%	7%	5%	3%	6%	7%	6%	5%	6%	6%	7%	4%	8%	5%	7%	4%	2%	4%	8%	5%	8%	-
Has got much worse	19	7	12	2	4	6	3	2	1	5	2	8	3	4	-	1	-	4	-	-	-	8	1	-	1
	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	*	2%	1%	2%	-	1%	-	2%	-	-	-	3%	*	-	1%
NET: Worse	141	61	80	19	29	24	14	22	33	41	33	34	35	17	3	20	9	16	6	2	9	30	14	14	1
	7%	6%	7%	8%	8%	7%	4%	7%	7%	7%	5%	8%	7%	9%	4%	9%	5%	9%	4%	2%	4%	11%	5%	8%	1%

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Absolutes/col percents

Table 18

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Download speeds
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Better	1253 60%	869 61%	367 57%	1002 60%	252 61%	760 61%	687 62%	73 60%	81 50%	60 68%	288 58%	63 60%
Has got much better	296 14%	197 14%	96 15%	235 14%	62 15%	187 15%	169 15%	18 15%	18 11%	16 18%	64 13%	12 11%
Has got better	957 46%	671 47%	271 42%	767 46%	190 46%	573 46%	519 47%	54 44%	63 39%	44 50%	224 45%	52 49%
Has not changed	697 33%	461 32%	223 35%	558 33%	139 33%	395 32%	353 32%	42 34%	71 43%	19 22%	178 36%	34 32%
Has got worse	123 6%	76 5%	44 7%	103 6%	20 5%	68 5%	61 5%	7 6%	9 6%	9 10%	31 6%	6 5%
Has got much worse	19 1%	13 1%	5 1%	14 1%	5 1%	14 1%	14 1%	1 *	1 1%	- -	- -	3 3%
NET: Worse	141 7%	89 6%	50 8%	117 7%	24 6%	82 7%	74 7%	8 6%	11 6%	9 10%	31 6%	9 8%

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Absolutes/col percents

Table 19

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Download speeds

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Better	1253	227	34	113	271	408	190	6	5	94	1153	414	136	134	144	346	159	435	339	85	33	38	5	2	157
	60%	57%	61%	63%	58%	63%	60%	60%	53%	66%	59%	65%	65%	66%	63%	58%	51%	65%	69%	58%	56%	52%	70%	24%	49%
Has got much better	296	64	13	24	58	93	44	-	1	30	265	108	43	34	30	79	35	92	117	11	6	17	2	-	18
	14%	16%	23%	13%	12%	14%	14%	-	12%	21%	14%	17%	21%	17%	13%	13%	11%	14%	24%	8%	10%	23%	20%	-	6%
Has got better	957	163	21	89	213	315	147	6	4	64	887	306	93	100	114	267	125	343	222	73	27	21	4	2	139
	46%	41%	39%	50%	45%	48%	46%	60%	41%	45%	46%	48%	45%	49%	49%	45%	40%	51%	45%	50%	47%	29%	51%	24%	43%
Has not changed	697	146	17	59	156	201	111	3	3	34	660	185	59	49	78	209	123	193	134	47	25	25	2	5	142
	33%	36%	31%	33%	33%	31%	35%	36%	34%	24%	34%	29%	28%	24%	34%	35%	39%	29%	27%	32%	44%	34%	30%	72%	44%
Has got worse	123	23	4	4	38	37	15	-	1	8	113	33	8	19	7	34	31	34	16	14	-	8	-	*	19
	6%	6%	8%	2%	8%	6%	5%	-	13%	6%	6%	5%	4%	9%	3%	6%	10%	5%	3%	10%	-	11%	-	5%	6%
Has got much worse	19	5	-	2	4	5	3	*	-	5	13	9	5	2	2	5	1	7	6	-	-	2	-	-	3
	1%	1%	-	1%	1%	1%	1%	4%	-	4%	1%	1%	2%	1%	1%	1%	*	1%	1%	-	-	3%	-	-	1%
NET: Worse	141	28	4	6	42	42	17	*	1	13	127	42	13	21	9	40	32	41	22	14	-	10	-	*	22
	7%	7%	8%	4%	9%	6%	5%	4%	13%	9%	7%	7%	6%	10%	4%	7%	10%	6%	4%	10%	-	14%	-	5%	7%

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Absolutes/col percents

Table 20

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Reliability

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Better	1078	523	553	118	189	169	186	170	246	295	319	220	243	86	44	117	95	81	84	52	97	144	148	91	38
	52%	51%	52%	52%	53%	51%	51%	53%	50%	54%	53%	50%	49%	49%	51%	50%	55%	45%	56%	53%	50%	52%	52%	51%	65%
Has got much better	245	127	117	30	55	28	39	32	60	73	70	51	51	29	7	18	18	16	17	8	31	29	32	24	16
	12%	12%	11%	13%	15%	8%	11%	10%	12%	13%	12%	12%	10%	16%	8%	8%	10%	9%	11%	8%	16%	10%	11%	13%	27%
Has got better	833	396	437	87	134	141	147	138	185	223	249	169	192	58	37	99	77	65	67	44	66	115	116	68	23
	40%	39%	41%	39%	37%	42%	40%	43%	38%	40%	41%	39%	39%	32%	43%	43%	44%	36%	45%	45%	34%	42%	41%	38%	38%
Has not changed	791	409	379	76	130	119	145	119	202	195	238	170	188	67	38	86	61	69	59	39	84	86	111	74	18
	38%	40%	36%	33%	36%	36%	40%	37%	41%	36%	39%	39%	38%	38%	44%	37%	35%	38%	39%	40%	43%	31%	39%	41%	30%
Has got worse	197	74	123	30	34	39	30	28	36	55	43	38	62	20	4	26	16	26	7	6	14	37	25	14	2
	9%	7%	12%	13%	10%	12%	8%	9%	7%	10%	7%	9%	12%	11%	5%	11%	9%	15%	5%	6%	7%	13%	9%	8%	4%
Has got much worse	25	14	11	3	6	5	3	3	5	5	3	10	6	4	*	3	1	4	-	1	-	10	1	1	1
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	2%	*	1%	*	2%	-	1%	-	3%	*	1%	1%
NET: Worse	222	88	134	33	40	44	33	30	41	60	46	47	68	25	4	29	17	30	7	7	14	46	26	15	3
	11%	9%	13%	15%	11%	13%	9%	10%	8%	11%	8%	11%	14%	14%	5%	13%	10%	17%	5%	7%	7%	17%	9%	8%	5%

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Absolutes/col percents

Table 21

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Reliability
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Better	1078	744	316	872	205	647	590	57	71	45	256	60
	52%	52%	49%	52%	50%	52%	53%	46%	43%	51%	51%	56%
Has got much better	245	156	86	187	57	142	132	10	16	11	63	12
	12%	11%	13%	11%	14%	11%	12%	8%	10%	12%	13%	11%
Has got better	833	589	230	685	148	505	458	47	55	34	192	48
	40%	41%	36%	41%	36%	41%	41%	38%	34%	38%	39%	45%
Has not changed	791	545	233	629	162	455	402	53	72	29	204	31
	38%	38%	36%	38%	39%	37%	36%	44%	44%	33%	41%	29%
Has got worse	197	114	81	154	43	118	106	12	17	14	35	13
	9%	8%	13%	9%	10%	10%	9%	10%	10%	16%	7%	12%
Has got much worse	25	15	10	21	3	17	17	*	3	-	2	2
	1%	1%	2%	1%	1%	1%	2%	*	2%	-	*	2%
NET: Worse	222	129	91	175	47	135	123	12	20	14	38	15
	11%	9%	14%	10%	11%	11%	11%	10%	12%	16%	8%	14%

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Absolutes/col percents

Table 22

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Reliability**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Better	1078	202	30	107	244	328	160	5	3	92	978	353	110	120	123	294	147	347	303	77	35	33	3	2	131
	52%	50%	54%	60%	52%	50%	50%	47%	30%	65%	50%	55%	53%	59%	53%	49%	47%	52%	61%	53%	60%	45%	43%	24%	41%
Has got much better	245	45	10	16	47	89	37	-	1	24	220	91	33	33	25	51	31	89	91	9	4	8	1	-	11
	12%	11%	17%	9%	10%	14%	12%	-	6%	17%	11%	14%	16%	16%	11%	9%	10%	13%	18%	6%	7%	11%	8%	-	3%
Has got better	833	158	20	90	196	239	123	5	2	68	758	262	77	87	98	243	116	258	212	68	31	25	3	2	120
	40%	39%	36%	51%	42%	37%	39%	47%	24%	48%	39%	41%	37%	43%	43%	41%	37%	39%	43%	47%	53%	34%	35%	24%	37%
Has not changed	791	149	16	59	171	256	132	4	4	36	753	220	73	60	87	235	129	264	149	48	16	23	4	5	153
	38%	37%	29%	33%	37%	39%	42%	37%	50%	26%	39%	34%	35%	30%	38%	40%	41%	39%	30%	33%	28%	32%	57%	72%	48%
Has got worse	197	42	9	11	48	62	22	1	2	9	187	56	20	19	17	61	33	51	38	21	7	13	-	-	34
	9%	11%	16%	6%	10%	10%	7%	12%	20%	6%	10%	9%	10%	9%	7%	10%	11%	8%	8%	14%	12%	18%	-	-	11%
Has got much worse	25	8	1	1	6	4	4	*	-	4	21	13	5	5	3	5	5	8	4	-	-	4	-	*	3
	1%	2%	2%	1%	1%	1%	1%	4%	-	3%	1%	2%	2%	2%	1%	1%	2%	1%	1%	-	-	5%	-	5%	1%
NET: Worse	222	50	10	12	54	67	26	2	2	13	208	69	25	24	21	66	39	59	42	21	7	17	-	*	38
	11%	12%	17%	7%	11%	10%	8%	16%	20%	9%	11%	11%	12%	12%	9%	11%	12%	9%	9%	14%	12%	23%	-	5%	12%

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Absolutes/col percents

Table 23

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Price

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Better	364	183	181	45	87	60	49	36	88	96	101	73	94	28	18	42	28	29	34	15	35	59	44	23	8
	17%	18%	17%	20%	24%	18%	13%	11%	18%	17%	17%	17%	19%	16%	22%	18%	16%	16%	23%	15%	18%	21%	15%	13%	14%
Has got much better	51	26	25	9	14	10	9	3	7	16	13	7	15	4	3	5	1	9	2	1	9	3	1	3	
	2%	3%	2%	4%	4%	3%	2%	1%	1%	3%	2%	2%	3%	2%	4%	2%	1%	5%	1%	1%	5%	3%	1%	1%	5%
Has got better	313	157	156	36	73	50	40	34	81	80	88	66	80	24	15	37	26	20	32	14	26	50	41	22	5
	15%	15%	15%	16%	20%	15%	11%	11%	17%	15%	15%	15%	16%	13%	18%	16%	15%	11%	21%	14%	14%	18%	15%	12%	8%
Has not changed	599	305	291	74	124	94	104	85	117	164	184	114	138	45	25	79	49	49	40	30	50	75	90	54	15
	29%	30%	27%	33%	35%	28%	29%	27%	24%	30%	30%	26%	28%	25%	29%	34%	28%	27%	26%	30%	25%	27%	31%	30%	26%
Has got worse	949	452	495	91	117	146	185	166	245	251	266	208	223	86	34	89	85	88	68	44	97	113	124	88	31
	45%	44%	46%	40%	32%	44%	51%	52%	50%	46%	44%	47%	45%	48%	40%	38%	49%	49%	45%	45%	50%	41%	44%	49%	53%
Has got much worse	179	79	100	16	32	33	27	32	39	39	52	44	44	19	8	22	13	14	8	9	12	29	26	14	4
	9%	8%	9%	7%	9%	10%	7%	10%	8%	7%	9%	10%	9%	11%	9%	9%	7%	8%	5%	9%	6%	10%	9%	8%	8%
NET: Worse	1127	531	594	107	148	179	211	198	284	290	319	252	267	105	42	111	97	102	76	54	109	142	151	102	35
	54%	52%	56%	47%	41%	54%	58%	62%	58%	53%	53%	57%	53%	59%	49%	48%	56%	57%	51%	55%	56%	52%	53%	57%	61%

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Table 24

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Price
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Better	364 17%	240 17%	117 18%	298 18%	66 16%	223 18%	209 19%	14 12%	22 13%	15 17%	87 17%	18 17%
Has got much better	51 2%	29 2%	20 3%	42 3%	9 2%	37 3%	35 3%	2 2%	6 4%	*	6 1%	2 2%
Has got better	313 15%	211 15%	96 15%	256 15%	57 14%	187 15%	174 16%	12 10%	16 10%	15 17%	81 16%	15 14%
Has not changed	599 29%	409 29%	181 28%	496 30%	103 25%	371 30%	331 30%	40 33%	56 34%	27 30%	122 24%	24 23%
Has got worse	949 45%	646 46%	288 45%	746 45%	202 49%	540 44%	483 43%	58 47%	68 42%	37 42%	252 51%	52 49%
Has got much worse	179 9%	123 9%	54 8%	136 8%	43 10%	103 8%	92 8%	10 9%	17 10%	9 11%	37 8%	12 11%
NET: Worse	1127 54%	770 54%	342 53%	882 53%	245 59%	643 52%	575 52%	68 56%	85 52%	46 53%	289 58%	64 60%

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Table 25

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Price

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Better	364	82	14	34	81	106	45	2	-	51	310	142	39	54	48	81	53	129	91	29	13	19	-	-	30
	17%	21%	25%	19%	17%	16%	14%	24%	-	36%	16%	22%	19%	27%	21%	14%	17%	19%	18%	20%	22%	27%	-	-	9%
Has got much better	51	13	3	4	9	15	7	-	-	13	38	27	14	9	4	9	5	24	12	2	2	4	-	-	2
	2%	3%	6%	2%	2%	2%	2%	-	-	9%	2%	4%	7%	4%	2%	2%	2%	4%	3%	2%	3%	6%	-	-	1%
Has got better	313	69	11	30	72	92	38	2	-	38	272	115	25	45	45	72	48	105	78	27	11	15	-	-	28
	15%	17%	19%	17%	15%	14%	12%	24%	-	27%	14%	18%	12%	22%	19%	12%	15%	16%	16%	19%	19%	21%	-	-	9%
Has not changed	599	121	15	49	116	192	104	1	1	39	558	191	54	60	77	180	91	190	129	42	15	27	4	5	96
	29%	30%	28%	28%	25%	29%	33%	9%	13%	28%	29%	30%	26%	29%	33%	30%	29%	28%	26%	29%	25%	37%	53%	64%	30%
Has got worse	949	166	22	82	230	294	145	5	4	39	907	252	95	76	82	288	146	291	229	61	29	21	4	3	165
	45%	41%	40%	46%	49%	45%	46%	51%	47%	28%	47%	39%	46%	37%	35%	48%	46%	43%	46%	42%	50%	29%	47%	36%	51%
Has got much worse	179	32	4	14	41	58	25	2	4	12	164	57	19	14	24	46	24	60	45	13	1	6	-	-	30
	9%	8%	8%	8%	9%	9%	8%	16%	40%	8%	8%	9%	9%	7%	10%	8%	8%	9%	9%	9%	2%	8%	-	-	9%
NET: Worse	1127	198	26	96	271	353	170	6	8	51	1071	309	114	90	105	334	170	351	274	74	30	26	4	3	195
	54%	49%	48%	54%	58%	54%	53%	67%	87%	36%	55%	48%	55%	44%	46%	56%	54%	52%	56%	51%	52%	36%	47%	36%	61%

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Absolutes/col percents

Table 26

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Value for money

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Better	453	241	212	61	111	74	69	47	91	119	130	85	119	38	21	55	33	38	36	15	41	72	55	34	15
	22%	24%	20%	27%	31%	22%	19%	15%	19%	22%	22%	19%	24%	21%	24%	24%	19%	21%	24%	15%	21%	26%	20%	19%	25%
Has got much better	79	42	37	13	28	11	10	4	11	25	25	14	15	7	3	7	3	5	6	3	12	22	6	4	1
	4%	4%	3%	6%	8%	3%	3%	1%	2%	4%	4%	3%	3%	4%	4%	3%	2%	3%	4%	3%	6%	8%	2%	2%	2%
Has got better	375	200	175	47	83	62	59	43	79	95	105	71	104	31	17	49	30	33	31	12	29	50	50	30	13
	18%	20%	16%	21%	23%	19%	16%	14%	16%	17%	17%	16%	21%	17%	20%	21%	17%	18%	20%	12%	15%	18%	18%	17%	23%
Has not changed	781	367	410	83	134	122	137	127	178	201	243	158	179	62	27	89	77	69	54	36	76	94	113	63	22
	37%	36%	38%	37%	37%	37%	38%	40%	36%	37%	40%	36%	36%	35%	32%	38%	44%	38%	36%	37%	39%	34%	40%	35%	37%
Has got worse	720	345	374	70	93	112	136	121	189	200	196	159	166	65	31	74	57	62	52	40	67	85	95	74	19
	34%	34%	35%	31%	26%	34%	37%	38%	39%	36%	32%	36%	33%	37%	37%	32%	33%	34%	35%	40%	34%	31%	33%	41%	32%
Has got much worse	136	66	71	12	21	25	22	24	32	30	35	36	35	13	7	14	6	12	8	7	11	25	21	10	3
	7%	6%	7%	5%	6%	8%	6%	8%	7%	5%	6%	8%	7%	7%	8%	6%	4%	7%	5%	7%	6%	9%	7%	5%	6%
NET: Worse	856	411	444	82	114	137	157	145	221	230	231	195	201	78	38	88	63	73	60	47	78	110	116	83	22
	41%	40%	42%	36%	32%	41%	43%	45%	45%	42%	38%	45%	40%	44%	44%	38%	37%	41%	40%	47%	40%	40%	41%	46%	38%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 27

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Value for money
Base: All respondents

	Property ownership		Urban/rural		Working status						House person, housewife, husband, etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Better	453 22%	289 20%	154 24%	372 22%	81 20%	286 23%	262 23%	25 20%	28 17%	22 25%	95 19%	23 21%
Has got much better	79 4%	44 3%	33 5%	65 4%	14 3%	58 5%	54 5%	4 3%	3 2%	4 4%	12 2%	2 2%
Has got better	375 18%	246 17%	121 19%	307 18%	68 16%	229 18%	208 19%	21 17%	25 15%	18 21%	83 17%	20 19%
Has not changed	781 37%	552 39%	217 34%	631 38%	151 36%	453 37%	413 37%	40 33%	73 45%	33 38%	186 37%	36 34%
Has got worse	720 34%	483 34%	228 36%	566 34%	154 37%	419 34%	371 33%	48 40%	46 28%	29 33%	188 38%	38 36%
Has got much worse	136 7%	94 7%	41 6%	108 6%	29 7%	78 6%	69 6%	9 7%	17 10%	4 5%	27 6%	10 9%
NET: Worse	856 41%	578 41%	269 42%	674 40%	183 44%	497 40%	440 39%	57 47%	62 38%	33 38%	216 43%	48 45%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 28

Q5. Thinking about the quality of Broadband in the UK, how much better or worse have the following aspects become over the last five years? - Value for money

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Better	453	96	14	38	108	131	65	2	-	56	394	177	46	68	63	109	69	161	111	33	12	26	1	2	39
	22%	24%	24%	21%	23%	20%	20%	24%	-	40%	20%	28%	22%	33%	27%	18%	22%	24%	22%	22%	21%	36%	7%	24%	12%
Has got much better	79	21	4	7	13	24	9	1	-	19	59	45	14	18	12	13	15	26	24	3	-	7	-	-	3
	4%	5%	8%	4%	3%	4%	3%	11%	-	13%	3%	7%	7%	9%	5%	2%	5%	4%	5%	2%	-	10%	-	-	1%
Has got better	375	74	9	31	96	107	56	1	-	37	335	132	32	50	51	96	54	135	86	29	12	19	1	2	36
	18%	19%	17%	17%	20%	16%	18%	13%	-	26%	17%	21%	15%	24%	22%	16%	17%	20%	17%	20%	21%	26%	7%	24%	11%
Has not changed	781	155	17	69	153	253	130	2	2	36	741	224	78	68	79	229	112	237	195	50	27	20	4	3	133
	37%	39%	30%	39%	33%	39%	41%	21%	27%	25%	38%	35%	37%	33%	34%	39%	36%	35%	39%	34%	46%	27%	58%	41%	41%
Has got worse	720	122	21	60	176	232	101	4	5	36	682	199	70	58	71	220	115	228	151	53	18	23	2	3	128
	34%	30%	38%	33%	38%	36%	32%	39%	54%	25%	35%	31%	34%	28%	31%	37%	37%	34%	31%	37%	30%	31%	20%	36%	40%
Has got much worse	136	28	4	12	31	35	23	2	2	14	121	41	14	10	18	37	18	44	38	9	2	4	1	-	21
	7%	7%	8%	7%	7%	5%	7%	17%	19%	10%	6%	6%	7%	5%	8%	6%	6%	7%	8%	6%	3%	5%	16%	-	7%
NET: Worse	856	150	25	71	207	267	124	5	6	50	803	240	84	68	88	257	133	272	189	63	19	27	3	3	149
	41%	37%	46%	40%	44%	41%	39%	55%	73%	35%	41%	37%	40%	33%	38%	43%	42%	41%	38%	43%	33%	37%	36%	36%	46%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 29

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Summary

Base: All respondents

	Broadband is an essential day-to-day utility, just like electricity, water and gas	Upgrading the UK's communications infrastructure is essential for addressing regional inequalities	My day-to-day life relies on a good internet connection	Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live	New-build properties should have the latest broadband technology installed as standard	My internet connection was vital throughout the COVID pandemic	Better connectivity will help me to reduce my own carbon footprint
Unweighted base	2091	2091	2091	2091	2091	2091	2091
Weighted base	2091	2091	2091	2091	2091	2091	2091
10 - strongly agree	691 33%	551 26%	564 27%	739 35%	727 35%	808 39%	267 13%
9	301 14%	276 13%	250 12%	280 13%	293 14%	284 14%	145 7%
8	396 19%	456 22%	401 19%	400 19%	380 18%	328 16%	267 13%
7	257 12%	275 13%	279 13%	218 10%	195 9%	214 10%	221 11%
6	151 7%	151 7%	181 9%	163 8%	133 6%	133 6%	189 9%
5	134 6%	181 9%	197 9%	145 7%	176 8%	163 8%	284 14%
4	37 2%	29 1%	53 3%	28 1%	32 2%	31 2%	57 3%
3	31 1%	13 1%	50 2%	31 1%	28 1%	30 1%	45 2%
2	18 1%	11 1%	33 2%	11 1%	11 1%	24 1%	35 2%
1	12 1%	5 *	16 1%	7 *	3 *	8 *	24 1%
0 - strongly disagree	17 1%	10 *	31 1%	12 1%	8 *	25 1%	56 3%
Don't know	45 2%	134 6%	35 2%	56 3%	106 5%	43 2%	500 24%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 29

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Summary

Base: All respondents

		Broadband is an essential day-to-day utility, just like electricity, water and gas	Upgrading the UK's communications infrastructure is essential for addressing regional inequalities	My day-to-day life relies on a good internet connection	Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live	New-build properties should have the latest broadband technology installed as standard	My internet connection was vital throughout the COVID pandemic	Better connectivity will help me to reduce my own carbon footprint
Weighted base		2091	2091	2091	2091	2091	2091	2091
Agree	(8-10)	1388 66%	1283 61%	1215 58%	1419 68%	1400 67%	1420 68%	679 32%
Agree	(7-10)	1646 79%	1558 75%	1494 71%	1637 78%	1595 76%	1634 78%	900 43%
Neutral	(4-6)	323 15%	361 17%	431 21%	337 16%	341 16%	327 16%	530 25%
Disagree	(0-3)	78 4%	38 2%	131 6%	61 3%	50 2%	87 4%	161 8%
Disagree	(0-2)	47 2%	25 1%	80 4%	30 1%	22 1%	57 3%	116 6%
Mean		8.04	7.95	7.57	8.15	8.17	8.13	6.71
Standard deviation		2.08	1.89	2.31	2.00	1.97	2.19	2.53
Standard error		0.05	0.04	0.05	0.04	0.04	0.05	0.06

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Absolutes/col percents

Table 30

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	691 33%	320 31%	371 35%	61 27%	135 38%	117 35%	132 36%	115 36%	131 27%	189 34%	217 36%	134 31%	152 30%	64 36%	31 36%	64 28%	57 33%	48 27%	38 25%	34 35%	73 38%	77 28%	103 36%	78 43%	24 41%
9	301 14%	149 15%	151 14%	30 13%	37 10%	48 14%	46 13%	44 14%	96 20%	92 17%	99 16%	60 14%	50 10%	30 17%	7 8%	27 12%	29 17%	28 16%	24 16%	13 13%	26 13%	45 16%	41 14%	22 12%	9 16%
8	396 19%	189 19%	205 19%	44 20%	62 17%	60 18%	74 20%	66 21%	90 18%	112 20%	109 18%	82 19%	93 19%	27 15%	17 20%	43 18%	39 22%	37 21%	26 18%	19 19%	35 18%	65 24%	48 17%	27 15%	11 19%
7	257 12%	126 12%	132 12%	32 14%	47 13%	39 12%	48 13%	37 11%	56 11%	61 11%	60 10%	62 14%	74 15%	24 14%	7 9%	34 14%	15 8%	26 14%	19 13%	14 14%	23 12%	28 10%	39 14%	22 12%	6 10%
6	151 7%	69 7%	82 8%	21 9%	27 8%	27 8%	23 6%	11 3%	41 8%	49 9%	40 7%	37 9%	25 5%	8 4%	9 11%	19 8%	15 8%	16 9%	16 11%	3 3%	14 7%	17 6%	19 7%	13 7%	1 2%
5	134 6%	73 7%	61 6%	22 10%	21 6%	11 3%	23 6%	29 9%	28 6%	25 5%	33 5%	26 6%	50 10%	14 8%	5 5%	18 8%	7 4%	10 6%	15 10%	5 5%	8 4%	18 7%	18 6%	12 6%	6 10%
4	37 2%	20 2%	17 2%	5 2%	9 3%	4 1%	4 1%	2 *	12 3%	11 2%	8 1%	5 1%	13 3%	2 1%	- -	10 4%	1 1%	1 *	2 1%	4 4%	4 2%	9 3%	3 1%	1 1%	1 2%
3	31 1%	19 2%	12 1%	1 *	3 1%	7 2%	2 1%	9 3%	10 2%	1 *	10 2%	13 3%	6 1%	2 1%	1 1%	5 2%	3 2%	2 1%	5 3%	2 2%	1 1%	3 1%	5 2%	2 1%	1 1%
2	18 1%	13 1%	5 *	* *	5 1%	1 *	2 *	3 1%	7 1%	1 *	8 1%	2 *	7 1%	1 *	- -	4 2%	3 2%	1 1%	1 *	- -	5 3%	* 1%	2 1%	- *	- -
1	12 1%	9 1%	3 *	* *	1 *	3 1%	1 *	1 *	5 1%	3 1%	1 *	4 1%	4 1%	1 1%	- -	1 1%	1 1%	1 1%	- -	1 1%	1 1%	2 1%	* 1%	2 1%	- -
0 - strongly disagree	17 1%	12 1%	6 1%	- -	1 *	2 1%	3 1%	4 1%	7 1%	3 *	3 *	5 1%	6 1%	2 1%	3 3%	1 *	1 *	4 2%	- -	1 1%	1 1%	3 1%	1 *	1 *	- -
Don't know	45 2%	22 2%	23 2%	9 4%	11 3%	15 4%	4 1%	- -	6 1%	4 1%	16 3%	8 2%	17 3%	4 2%	5 6%	6 3%	3 2%	4 2%	5 3%	3 3%	2 1%	9 3%	4 1%	- -	- -
Agree (8-10)	1388 66%	657 64%	727 68%	136 60%	234 65%	224 67%	253 69%	225 70%	317 65%	392 71%	424 70%	276 63%	295 59%	121 68%	55 64%	134 58%	125 72%	114 63%	89 59%	66 67%	134 69%	187 68%	192 67%	127 71%	45 76%

Openreach Consumer Poll
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Absolutes/col percents

Table 30

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1646	783	858	167	281	263	301	262	372	454	485	338	369	146	63	167	140	140	108	80	158	214	231	149	50
		79%	77%	80%	74%	78%	79%	83%	82%	76%	82%	80%	77%	74%	82%	73%	72%	80%	78%	82%	81%	78%	81%	83%	86%
Neutral	(4-6) 323	161	160	49	58	43	51	41	82	85	81	68	89	23	14	47	23	27	32	12	26	44	40	26	8
		15%	16%	15%	21%	16%	13%	14%	13%	15%	13%	16%	18%	13%	16%	20%	13%	15%	21%	12%	13%	16%	14%	15%	13%
Disagree	(0-3) 78	53	25	2	10	13	9	17	28	8	22	24	24	5	4	11	8	9	6	3	9	9	9	5	1
		4%	5%	2%	1%	3%	4%	2%	5%	6%	2%	4%	5%	3%	4%	5%	4%	5%	4%	3%	5%	3%	3%	3%	1%
Disagree	(0-2) 47	34	13	1	7	6	6	8	19	7	12	11	18	4	3	6	5	7	1	1	8	6	5	2	-
		2%	3%	1%	*	2%	2%	2%	4%	1%	2%	2%	4%	2%	3%	3%	3%	4%	*	1%	4%	2%	2%	1%	-
Mean	8.04	7.90	8.19	7.91	8.13	8.18	8.20	8.08	7.81	8.25	8.23	7.89	7.74	8.22	8.02	7.66	8.16	7.85	7.80	8.12	8.12	7.96	8.17	8.33	8.44
Standard deviation	2.08	2.22	1.92	1.84	2.03	2.04	1.95	2.16	2.25	1.85	2.00	2.17	2.27	2.04	2.29	2.18	2.01	2.19	1.97	2.05	2.17	2.09	1.98	1.98	1.78
Standard error	0.05	0.07	0.06	0.12	0.11	0.12	0.10	0.12	0.11	0.08	0.08	0.10	0.10	0.16	0.25	0.15	0.15	0.16	0.17	0.20	0.16	0.12	0.12	0.16	0.22

Openreach Consumer Poll
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Absolutes/col percents

Table 31

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	691 33%	447 32%	230 36%	564 34%	127 31%	441 36%	394 35%	47 38%	49 30%	22 25%	147 30%	33 31%
9	301 14%	217 15%	81 13%	238 14%	63 15%	161 13%	144 13%	17 14%	21 13%	12 14%	96 19%	10 9%
8	396 19%	278 20%	112 17%	320 19%	76 18%	228 18%	205 18%	22 18%	28 17%	19 22%	94 19%	27 26%
7	257 12%	177 12%	77 12%	200 12%	58 14%	152 12%	146 13%	6 5%	27 17%	11 13%	54 11%	14 13%
6	151 7%	113 8%	38 6%	118 7%	33 8%	91 7%	82 7%	9 7%	7 4%	6 7%	39 8%	7 7%
5	134 6%	80 6%	53 8%	106 6%	29 7%	68 6%	60 5%	8 6%	14 8%	12 13%	31 6%	10 9%
4	37 2%	22 2%	15 2%	35 2%	2 1%	25 2%	23 2%	2 2%	3 2%	* *	8 2%	1 1%
3	31 1%	22 2%	9 1%	20 1%	11 3%	17 1%	13 1%	4 3%	3 2%	- -	7 1%	3 3%
2	18 1%	15 1%	2 *	13 1%	5 1%	11 1%	9 1%	2 1%	2 1%	- -	5 1%	- -
1	12 1%	10 1%	2 *	8 *	3 1%	6 1%	6 1%	- -	* *	- -	5 1%	- -
0 - strongly disagree	17 1%	10 1%	6 1%	13 1%	4 1%	9 1%	9 1%	- -	1 1%	- -	7 1%	- -
Don't know	45 2%	28 2%	16 2%	43 3%	2 1%	27 2%	22 2%	6 5%	7 4%	5 6%	4 1%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 31

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1388 66%	942 66%	422 66%	1121 67%	267 64%	830 67%	743 67%	86 71%	98 60%	53 61%	337 68%	70 66%
Agree	(7-10)	1646 79%	1119 79%	499 78%	1321 79%	325 78%	981 79%	889 80%	92 75%	125 77%	65 73%	391 79%	84 79%
Neutral	(4-6)	323 15%	214 15%	107 17%	259 15%	64 15%	185 15%	165 15%	19 16%	24 15%	18 21%	78 16%	18 17%
Disagree	(0-3)	78 4%	58 4%	19 3%	54 3%	24 6%	44 4%	38 3%	5 4%	7 4%	-	24 5%	3 3%
Disagree	(0-2)	47 2%	35 2%	10 2%	34 2%	12 3%	26 2%	25 2%	2 1%	4 2%	-	17 3%	-
Mean		8.04	8.02	8.08	8.08	7.89	8.11	8.10	8.22	7.89	7.95	7.96	7.99
Standard deviation		2.08	2.07	2.09	2.05	2.17	2.07	2.06	2.08	2.12	1.74	2.18	1.88
Standard error		0.05	0.06	0.08	0.05	0.11	0.06	0.06	0.18	0.16	0.17	0.10	0.17

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 32

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	691	127	20	47	164	220	106	2	4	31	657	267	105	78	83	174	92	251	188	37	13	20	3	*	87
	33%	32%	36%	27%	35%	34%	33%	24%	41%	22%	34%	42%	51%	38%	36%	29%	29%	38%	38%	25%	22%	28%	43%	5%	27%
9	301	66	3	26	73	81	47	2	2	15	283	82	23	31	28	80	55	100	72	19	9	9	1	-	37
	14%	16%	6%	15%	16%	12%	15%	20%	28%	11%	15%	13%	11%	15%	12%	13%	17%	15%	15%	13%	16%	13%	8%	-	11%
8	396	84	12	35	81	118	64	3	-	31	363	115	33	39	43	113	68	121	91	32	9	13	1	*	60
	19%	21%	22%	20%	17%	18%	20%	27%	-	22%	19%	18%	16%	19%	19%	19%	22%	18%	18%	22%	16%	18%	11%	6%	19%
7	257	45	7	30	50	84	39	1	2	20	237	69	16	16	37	83	30	90	50	22	17	9	-	2	37
	12%	11%	13%	17%	11%	13%	12%	15%	18%	14%	12%	11%	8%	8%	16%	14%	10%	13%	10%	15%	29%	13%	-	31%	11%
6	151	24	2	10	35	54	26	-	-	20	131	48	12	21	16	43	22	46	39	14	3	4	*	-	23
	7%	6%	4%	6%	7%	8%	8%	-	-	14%	7%	8%	6%	10%	7%	7%	7%	7%	8%	10%	6%	6%	4%	-	7%
5	134	24	3	12	35	41	19	-	-	9	125	24	10	6	7	45	23	31	21	13	3	7	1	3	32
	6%	6%	5%	7%	8%	6%	6%	-	-	7%	6%	4%	5%	3%	3%	7%	7%	5%	4%	9%	5%	9%	11%	45%	10%
4	37	7	8	3	10	7	4	-	-	5	32	13	4	6	3	12	7	9	10	2	-	4	-	-	6
	2%	2%	14%	1%	2%	1%	1%	-	-	3%	2%	2%	2%	3%	1%	2%	2%	1%	2%	1%	-	5%	-	-	2%
3	31	4	-	4	3	15	4	-	-	3	28	4	1	2	1	13	6	5	7	4	1	3	-	-	5
	1%	1%	-	2%	1%	2%	1%	-	-	2%	1%	1%	1%	1%	*	2%	2%	1%	1%	2%	2%	4%	-	-	2%
2	18	2	-	4	4	5	1	1	-	2	16	6	2	2	3	5	3	8	2	2	-	-	2	-	1
	1%	1%	-	2%	1%	1%	*	12%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-	-	22%	-	*
1	12	*	-	2	2	4	2	-	-	-	12	2	-	1	1	4	3	3	3	-	-	-	-	-	2
	1%	*	-	1%	1%	1%	1%	-	-	-	1%	*	-	1%	1%	1%	1%	*	1%	-	-	-	-	-	1%
0 - strongly disagree	17	3	-	4	2	4	3	-	1	-	17	3	1	-	2	6	4	4	3	1	-	2	-	1	3
	1%	1%	-	2%	*	1%	1%	-	12%	-	1%	*	*	-	1%	1%	1%	1%	1%	1%	-	2%	-	9%	1%
Don't know	45	14	*	2	8	17	3	-	-	5	38	9	1	1	7	18	1	3	8	1	3	1	-	*	27
	2%	4%	1%	1%	2%	3%	1%	-	-	3%	2%	1%	*	1%	3%	3%	*	*	2%	*	4%	2%	-	4%	9%
Agree (8-10)	1388	277	35	109	318	419	217	7	6	77	1304	464	161	148	154	366	215	472	352	88	31	43	5	1	183
	66%	69%	63%	61%	68%	64%	68%	72%	70%	54%	67%	72%	78%	73%	67%	62%	68%	71%	71%	60%	54%	59%	62%	11%	57%

Openreach Consumer Poll

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Absolutes/col percents

Table 32

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Broadband is an essential day-to-day utility, just like electricity, water and gas

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1646	322	42	138	368	503	256	8	8	97	1541	532	178	164	191	449	245	562	402	110	48	52	5	3	220
	79%	80%	76%	78%	79%	77%	80%	88%	88%	69%	79%	83%	85%	81%	83%	75%	78%	84%	81%	75%	83%	71%	62%	42%	69%
Neutral (4-6)	323	55	13	24	80	102	49	-	-	35	288	85	26	33	26	100	52	85	70	29	6	15	1	3	61
	15%	14%	23%	14%	17%	16%	15%	-	-	25%	15%	13%	12%	16%	11%	17%	16%	13%	14%	20%	10%	20%	15%	45%	19%
Disagree (0-3)	78	10	-	13	12	29	11	1	1	5	73	15	4	5	7	28	17	19	15	6	1	5	2	1	12
	4%	2%	-	8%	3%	4%	3%	12%	12%	4%	4%	2%	2%	3%	3%	5%	5%	3%	3%	4%	2%	7%	22%	9%	4%
Disagree (0-2)	47	6	-	10	9	13	7	1	1	2	44	11	2	3	6	15	11	14	8	3	-	2	2	1	7
	2%	1%	-	5%	2%	2%	2%	12%	12%	2%	2%	2%	1%	1%	3%	3%	4%	2%	2%	2%	-	2%	22%	9%	2%
Mean	8.04	8.18	7.86	7.65	8.13	8.01	8.08	7.78	7.98	7.56	8.07	8.37	8.60	8.29	8.22	7.83	7.87	8.26	8.26	7.73	7.94	7.54	7.19	5.63	7.76
Standard deviation	2.08	1.92	2.13	2.37	2.02	2.10	2.05	2.54	3.31	1.98	2.08	1.93	1.88	1.93	1.98	2.17	2.24	1.95	1.99	2.02	1.65	2.41	3.45	2.40	2.18
Standard error	0.05	0.09	0.29	0.18	0.09	0.09	0.12	0.85	1.00	0.18	0.05	0.08	0.13	0.14	0.13	0.09	0.13	0.08	0.09	0.17	0.23	0.28	1.04	0.85	0.12

Openreach Consumer Poll

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Absolutes/col percents

Table 33

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	551	253	295	43	85	87	102	96	139	148	158	110	135	57	20	47	46	35	36	24	51	66	81	70	19
	26%	25%	28%	19%	24%	26%	28%	30%	28%	27%	26%	25%	27%	32%	23%	20%	26%	20%	24%	24%	26%	24%	28%	39%	33%
9	276	123	152	21	37	47	57	47	67	80	87	70	39	25	7	26	25	29	15	20	23	35	35	25	11
	13%	12%	14%	9%	10%	14%	16%	15%	14%	15%	14%	16%	8%	14%	8%	11%	15%	16%	10%	20%	12%	13%	12%	14%	19%
8	456	244	212	59	75	67	84	69	102	136	135	88	97	39	22	47	39	44	29	17	45	65	65	33	12
	22%	24%	20%	26%	21%	20%	23%	22%	21%	25%	22%	20%	20%	22%	26%	20%	22%	24%	19%	17%	23%	23%	18%	18%	21%
7	275	139	136	33	57	41	42	33	70	78	91	48	59	21	11	41	20	28	23	13	31	26	33	21	8
	13%	14%	13%	15%	16%	12%	11%	10%	14%	14%	15%	11%	12%	12%	12%	18%	12%	16%	15%	14%	16%	9%	12%	12%	13%
6	151	67	84	15	28	27	24	22	36	36	42	35	38	7	9	19	17	6	13	7	18	24	26	4	1
	7%	7%	8%	7%	8%	8%	7%	7%	7%	7%	7%	8%	8%	4%	11%	8%	10%	3%	9%	7%	9%	9%	9%	2%	2%
5	181	109	71	28	36	23	28	32	35	40	36	42	63	14	5	20	10	26	18	6	11	32	21	13	5
	9%	11%	7%	12%	10%	7%	8%	10%	7%	7%	6%	10%	13%	8%	6%	9%	6%	15%	12%	7%	5%	12%	7%	7%	9%
4	29	16	13	6	6	4	7	2	4	8	5	7	8	5	-	5	1	1	2	2	1	5	8	-	-
	1%	2%	1%	3%	2%	1%	2%	1%	1%	1%	1%	2%	2%	3%	-	2%	1%	1%	1%	2%	*	2%	3%	-	-
3	13	7	6	1	3	5	1	2	1	5	2	4	2	2	1	2	3	1	1	1	1	2	*	-	-
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	*	1%	*	1%	1%	1%	2%	*	*	1%	*	1%	*	-	-
2	11	8	2	*	2	-	2	1	5	1	4	2	4	1	-	3	1	-	1	*	3	-	-	2	-
	1%	1%	*	*	1%	-	1%	*	1%	*	1%	*	1%	*	-	1%	1%	-	1%	*	1%	-	-	1%	-
1	5	5	-	-	-	1	3	-	-	1	1	2	-	-	-	1	1	1	-	-	-	-	1	-	-
	*	*	-	-	-	*	1%	-	-	*	*	1%	-	-	-	1%	*	1%	-	-	-	-	*	-	-
0 - strongly disagree	10	7	2	1	1	3	2	2	1	1	2	3	4	*	1	1	1	1	-	1	1	*	2	2	-
	*	1%	*	*	*	1%	1%	1%	*	*	*	1%	1%	*	1%	1%	1%	1%	-	1%	*	*	1%	1%	-
Don't know	134	41	92	18	30	30	14	13	29	17	40	26	51	7	10	21	9	7	14	8	11	22	13	9	2
	6%	4%	9%	8%	8%	9%	4%	4%	6%	3%	7%	6%	10%	4%	12%	9%	5%	4%	9%	8%	6%	8%	5%	5%	3%
Agree (8-10)	1283	620	659	124	197	200	242	213	308	363	380	268	271	121	48	120	110	108	80	60	119	165	181	129	42
	61%	61%	62%	55%	55%	60%	66%	67%	63%	66%	63%	61%	54%	68%	57%	52%	63%	60%	53%	61%	61%	60%	64%	72%	72%

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Absolutes/col percents

Table 33

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1558	759	795	157	254	241	283	245	378	442	471	316	329	141	59	160	130	136	103	74	150	191	214	150	50
		75%	74%	75%	69%	71%	72%	78%	77%	80%	78%	72%	66%	79%	69%	69%	75%	76%	68%	75%	77%	69%	75%	84%	85%
Neutral	(4-6) 361	192	168	49	70	54	58	56	75	85	84	84	109	26	14	44	28	33	32	15	29	61	55	17	7
		17%	19%	16%	22%	19%	16%	16%	17%	15%	14%	19%	22%	14%	17%	19%	16%	19%	22%	15%	15%	22%	19%	10%	12%
Disagree	(0-3) 38	27	11	2	6	9	9	5	7	7	9	12	10	3	2	7	6	3	2	2	4	2	3	4	-
		2%	3%	1%	1%	2%	3%	2%	1%	1%	1%	3%	2%	2%	2%	3%	3%	2%	1%	2%	2%	1%	1%	2%	-
Disagree	(0-2) 25	20	5	1	3	4	7	3	6	3	6	8	8	1	1	5	3	3	1	1	3	*	3	4	-
		1%	2%	*	*	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	*	1%	2%	-
Mean	7.95	7.79	8.11	7.63	7.78	7.95	8.01	8.08	8.09	8.05	8.08	7.86	7.75	8.15	7.85	7.62	7.95	7.72	7.76	8.03	7.99	7.87	7.99	8.42	8.39
Standard deviation	1.89	2.00	1.77	1.83	1.88	1.99	1.97	1.89	1.79	1.76	1.76	2.03	2.06	1.89	1.88	1.99	1.97	1.92	1.86	1.87	1.81	1.83	1.89	1.89	1.59
Standard error	0.04	0.06	0.06	0.12	0.10	0.12	0.11	0.11	0.09	0.08	0.07	0.10	0.10	0.15	0.21	0.14	0.15	0.15	0.16	0.19	0.13	0.11	0.12	0.15	0.20

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Absolutes/col percents

Table 34

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	551 26%	373 26%	168 26%	432 26%	120 29%	312 25%	282 25%	30 25%	37 23%	20 22%	149 30%	33 31%
9	276 13%	193 14%	80 13%	215 13%	62 15%	166 13%	143 13%	23 19%	25 16%	6 7%	68 14%	11 10%
8	456 22%	312 22%	136 21%	370 22%	85 21%	274 22%	248 22%	27 22%	30 19%	21 24%	107 21%	23 22%
7	275 13%	197 14%	73 11%	218 13%	57 14%	166 13%	156 14%	10 8%	21 13%	12 14%	63 13%	14 13%
6	151 7%	109 8%	40 6%	124 7%	28 7%	94 8%	88 8%	6 5%	7 4%	8 9%	33 7%	10 9%
5	181 9%	97 7%	83 13%	145 9%	36 9%	107 9%	93 8%	14 11%	15 9%	11 12%	39 8%	9 8%
4	29 1%	18 1%	9 1%	23 1%	6 1%	22 2%	22 2%	* *	2 1%	1 1%	4 1%	- -
3	13 1%	10 1%	3 *	10 1%	2 1%	9 1%	9 1%	- *	2 1%	1 1%	- -	1 1%
2	11 1%	8 1%	3 *	8 *	3 1%	5 *	5 *	* *	2 1%	- -	4 1%	- -
1	5 *	5 *	- -	5 -	- -	4 *	2 *	1 1%	1 *	- -	- -	- -
0 - strongly disagree	10 *	7 *	3 1%	10 1%	- -	6 *	6 *	- -	3 2%	- -	1 *	* *
Don't know	134 6%	91 6%	41 6%	117 7%	16 4%	71 6%	60 5%	11 9%	18 11%	9 11%	29 6%	6 6%

Openreach Consumer Poll
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Absolutes/col percents

Table 34

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1283 61%	878 62%	385 60%	1016 61%	267 64%	753 61%	673 60%	80 66%	93 57%	46 52%	324 65%	67 63%
Agree	(7-10)	1558 75%	1075 76%	458 72%	1235 74%	324 78%	919 74%	829 74%	90 74%	113 70%	58 66%	387 78%	81 76%
Neutral	(4-6)	361 17%	224 16%	132 21%	292 17%	69 17%	223 18%	203 18%	20 16%	25 15%	19 22%	76 15%	18 17%
Disagree	(0-3)	38 2%	29 2%	9 1%	33 2%	5 1%	24 2%	22 2%	2 1%	7 4%	1 1%	5 1%	1 1%
Disagree	(0-2)	25 1%	19 1%	6 1%	22 1%	3 1%	15 1%	13 1%	2 1%	6 3%	- -	5 1%	* *
Mean		7.95	7.98	7.87	7.92	8.07	7.90	7.88	8.07	7.73	7.71	8.16	8.12
Standard deviation		1.89	1.87	1.94	1.92	1.80	1.91	1.91	1.87	2.24	1.81	1.77	1.78
Standard error		0.04	0.05	0.07	0.05	0.09	0.06	0.06	0.17	0.17	0.18	0.08	0.17

Openreach Consumer Poll

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Absolutes/col percents

Table 35

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	551	97	19	38	128	178	86	1	3	28	519	187	74	54	58	126	79	196	147	34	11	19	1	-	64
	26%	24%	35%	21%	27%	27%	27%	13%	34%	20%	27%	29%	36%	27%	25%	21%	25%	29%	30%	23%	18%	26%	8%	-	20%
9	276	56	3	19	66	83	46	1	1	15	261	94	35	28	31	73	42	87	78	20	7	9	-	*	32
	13%	14%	6%	11%	14%	13%	14%	13%	15%	10%	13%	15%	17%	14%	13%	12%	13%	13%	16%	14%	12%	13%	-	5%	10%
8	456	88	11	44	110	124	76	1	*	33	422	131	40	48	44	143	87	145	103	31	15	11	3	2	60
	22%	22%	19%	25%	24%	19%	24%	12%	5%	23%	22%	20%	19%	23%	19%	24%	28%	22%	21%	21%	26%	16%	40%	24%	19%
7	275	48	9	35	41	94	45	3	1	18	255	88	16	31	41	77	43	92	54	24	10	12	1	3	36
	13%	12%	16%	19%	9%	14%	14%	27%	15%	13%	13%	14%	8%	15%	18%	13%	14%	14%	11%	17%	17%	16%	11%	42%	11%
6	151	22	5	8	41	55	20	-	-	10	141	43	15	17	12	51	17	48	39	9	8	1	-	21	
	7%	6%	10%	5%	9%	8%	6%	-	-	7%	7%	7%	7%	8%	5%	9%	6%	7%	8%	6%	16%	10%	11%	-	7%
5	181	47	3	21	34	50	22	3	1	17	164	47	15	12	20	60	24	49	40	12	3	8	1	1	43
	9%	12%	5%	12%	7%	8%	7%	35%	12%	12%	8%	7%	7%	6%	9%	10%	8%	7%	8%	8%	5%	11%	11%	17%	14%
4	29	6	4	1	6	7	5	-	-	8	21	13	3	6	5	9	5	9	7	3	-	-	-	-	4
	1%	1%	8%	1%	1%	1%	2%	-	-	6%	1%	2%	1%	3%	2%	1%	2%	1%	1%	2%	-	-	-	-	1%
3	13	2	-	1	3	5	1	-	-	3	10	7	2	2	3	3	1	2	1	6	-	-	-	-	4
	1%	1%	-	1%	1%	1%	*	-	-	2%	1%	1%	1%	1%	1%	*	*	*	*	4%	-	-	-	-	1%
2	11	1	-	3	3	4	-	-	-	3	8	4	2	2	-	2	1	5	2	1	-	1	-	-	-
	1%	*	-	2%	1%	1%	-	-	-	2%	*	1%	1%	1%	-	*	*	1%	*	1%	-	2%	-	-	-
1	5	-	-	-	2	1	-	-	-	-	5	3	1	-	1	1	3	1	-	-	-	-	-	-	1
	*	-	-	-	*	*	-	-	-	-	*	*	1%	-	1%	*	1%	*	-	-	-	-	-	-	*
0 - strongly disagree	10	1	-	1	5	3	-	-	-	-	10	-	-	-	-	6	3	3	2	-	-	-	-	-	3
	*	*	-	*	1%	1%	-	-	-	-	1%	-	-	-	-	1%	1%	*	*	-	-	-	-	-	1%
Don't know	134	32	*	7	31	47	16	-	2	7	124	25	5	5	16	46	9	32	22	6	3	4	2	1	53
	6%	8%	1%	4%	7%	7%	5%	-	18%	5%	6%	4%	2%	2%	7%	8%	3%	5%	5%	4%	6%	6%	20%	13%	17%
Agree (8-10)	1283	241	33	102	304	385	209	4	5	76	1202	412	149	130	133	341	209	428	328	85	33	40	4	2	156
	61%	60%	60%	57%	65%	59%	65%	38%	55%	53%	62%	64%	72%	64%	58%	57%	66%	64%	66%	58%	56%	55%	47%	28%	48%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 35

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Upgrading the UK's communications infrastructure is essential for addressing regional inequalities

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1558 75%	289 72%	42 76%	137 77%	345 74%	479 74%	254 80%	6 65%	6 70%	94 66%	1457 75%	500 78%	165 79%	161 79%	174 75%	418 70%	251 80%	520 78%	382 77%	109 75%	43 74%	52 71%	4 58%	5 70%	192 60%
Neutral (4-6)	361 17%	75 19%	13 23%	30 17%	81 17%	112 17%	47 15%	3 35%	1 12%	35 25%	326 17%	104 16%	33 16%	34 17%	37 16%	119 20%	47 15%	107 16%	86 17%	23 16%	12 20%	15 21%	2 22%	1 17%	69 21%
Disagree (0-3)	38 2%	5 1%	-	5 3%	12 3%	14 2%	2 1%	-	-	6 4%	32 2%	13 2%	5 2%	3 2%	4 2%	11 2%	7 2%	10 2%	4 1%	7 5%	-	1 2%	-	-	7 2%
Disagree (0-2)	25 1%	3 1%	-	3 2%	10 2%	8 1%	1 *	-	-	3 2%	22 1%	6 1%	3 2%	2 1%	1 1%	9 1%	6 2%	8 1%	4 1%	1 1%	-	1 2%	-	-	4 1%
Mean	7.95	7.90	7.92	7.71	7.98	7.95	8.12	7.07	8.40	7.40	7.99	8.04	8.25	7.98	7.90	7.73	7.93	8.06	8.14	7.73	7.85	7.83	7.36	6.98	7.58
Standard deviation	1.89	1.87	1.96	1.87	2.00	1.92	1.70	1.89	1.93	2.10	1.87	1.87	1.94	1.80	1.86	1.93	1.93	1.85	1.80	2.00	1.49	1.91	1.51	1.22	2.07
Standard error	0.04	0.09	0.26	0.15	0.10	0.08	0.10	0.63	0.64	0.19	0.04	0.08	0.14	0.14	0.13	0.08	0.11	0.07	0.08	0.17	0.21	0.23	0.50	0.46	0.12

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 36

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	564	243	319	73	122	116	110	73	70	164	188	100	112	52	25	50	50	48	29	20	61	76	70	61	21
	27%	24%	30%	32%	34%	35%	30%	23%	14%	30%	31%	23%	22%	29%	29%	22%	29%	27%	19%	20%	31%	28%	25%	34%	36%
9	250	121	128	29	39	47	42	42	51	64	82	52	53	21	3	30	24	23	22	14	19	30	41	17	6
	12%	12%	12%	13%	11%	14%	11%	13%	10%	12%	14%	12%	11%	12%	4%	13%	14%	13%	15%	14%	10%	11%	15%	10%	10%
8	401	197	202	47	66	68	71	59	90	123	120	77	81	32	16	42	32	38	31	17	30	52	68	29	13
	19%	19%	19%	21%	18%	20%	20%	18%	18%	22%	20%	18%	16%	18%	18%	18%	18%	21%	20%	17%	15%	19%	24%	16%	22%
7	279	134	145	29	52	32	44	47	75	77	83	54	66	29	6	36	25	25	22	20	22	35	26	24	8
	13%	13%	14%	13%	14%	10%	12%	15%	15%	14%	14%	12%	13%	16%	7%	16%	14%	14%	14%	20%	12%	13%	9%	13%	14%
6	181	98	83	16	32	17	32	37	46	44	38	50	48	16	12	24	12	12	15	6	20	21	25	15	3
	9%	10%	8%	7%	9%	5%	9%	12%	9%	8%	6%	12%	10%	9%	13%	10%	7%	7%	10%	6%	10%	8%	9%	8%	5%
5	197	95	101	17	20	24	36	31	70	41	39	48	69	14	8	22	18	19	15	10	14	31	25	20	2
	9%	9%	9%	8%	6%	7%	10%	10%	14%	8%	6%	11%	14%	8%	9%	9%	10%	10%	10%	10%	7%	11%	9%	11%	4%
4	53	33	20	3	7	7	9	4	23	13	11	13	16	3	1	4	2	4	8	1	8	8	9	4	2
	3%	3%	2%	1%	2%	2%	2%	1%	5%	2%	2%	3%	3%	2%	1%	2%	1%	2%	5%	1%	4%	3%	3%	2%	3%
3	50	32	18	4	8	8	9	7	15	7	12	13	19	2	3	7	2	-	4	5	9	6	7	4	1
	2%	3%	2%	2%	2%	2%	3%	2%	3%	1%	2%	3%	4%	1%	3%	3%	1%	-	3%	5%	5%	2%	3%	2%	1%
2	33	18	16	1	2	-	3	5	23	7	7	9	10	1	3	5	3	2	2	1	6	3	6	1	-
	2%	2%	1%	*	*	-	1%	2%	5%	1%	1%	2%	2%	*	3%	2%	1%	2%	1%	1%	3%	1%	2%	1%	-
1	16	6	10	-	-	-	3	5	9	3	6	1	7	1	1	5	2	2	-	-	2	1	-	-	1
	1%	1%	1%	-	-	-	1%	2%	2%	1%	1%	*	1%	1%	1%	2%	1%	1%	-	-	1%	*	-	-	2%
0 - strongly disagree	31	21	10	-	2	1	4	8	15	4	6	13	8	3	3	2	1	6	1	2	1	5	4	3	-
	1%	2%	1%	-	1%	*	1%	3%	3%	1%	1%	3%	2%	2%	3%	1%	3%	3%	1%	2%	1%	2%	1%	1%	-
Don't know	35	20	15	7	10	14	2	1	2	5	12	8	11	4	6	5	2	-	2	3	2	8	2	-	1
	2%	2%	1%	3%	3%	4%	*	*	*	1%	2%	2%	2%	2%	7%	2%	1%	-	2%	3%	1%	3%	1%	-	2%
Agree (8-10)	1215	562	649	149	227	231	223	174	212	351	390	229	246	105	44	122	106	109	82	50	110	159	179	108	40
	58%	55%	61%	66%	63%	69%	61%	54%	43%	64%	65%	52%	49%	59%	51%	53%	61%	61%	54%	51%	57%	57%	63%	60%	68%

Openreach Consumer Poll
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Absolutes/col percents

Table 36

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1494	696	794	178	279	263	267	221	286	427	473	283	311	134	50	159	130	135	104	70	133	193	205	132	49
		71%	68%	74%	79%	78%	79%	73%	69%	59%	78%	78%	65%	62%	75%	58%	68%	75%	69%	71%	68%	70%	72%	74%	83%
Neutral	(4-6) 431	226	204	36	59	48	77	72	139	98	88	112	133	32	20	50	32	34	38	17	41	60	59	39	7
		21%	22%	19%	16%	14%	21%	23%	28%	18%	15%	26%	27%	18%	23%	21%	19%	19%	25%	17%	21%	22%	21%	22%	13%
Disagree	(0-3) 131	77	54	5	12	9	19	26	61	21	31	35	44	7	9	19	9	11	7	8	18	15	18	8	2
		6%	8%	5%	2%	3%	5%	8%	13%	4%	5%	8%	9%	4%	11%	8%	5%	6%	4%	9%	10%	5%	6%	4%	3%
Disagree	(0-2) 80	44	36	1	4	1	10	18	46	13	20	23	25	5	7	12	7	11	3	3	10	9	10	4	1
		4%	4%	3%	*	1%	*	3%	6%	9%	2%	3%	5%	3%	8%	5%	4%	6%	2%	3%	5%	3%	4%	2%	2%
Mean	7.57	7.39	7.75	8.12	8.03	8.21	7.71	7.34	6.63	7.87	7.91	7.24	7.13	7.79	7.21	7.34	7.74	7.56	7.42	7.35	7.48	7.58	7.60	7.78	8.14
Standard deviation	2.31	2.39	2.23	1.85	2.01	1.93	2.24	2.43	2.58	2.07	2.19	2.47	2.46	2.16	2.75	2.34	2.23	2.44	2.11	2.31	2.50	2.31	2.26	2.24	2.03
Standard error	0.05	0.07	0.07	0.12	0.10	0.11	0.12	0.13	0.12	0.09	0.09	0.11	0.11	0.17	0.30	0.16	0.17	0.18	0.18	0.23	0.18	0.13	0.13	0.18	0.26

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Absolutes/col percents

Table 37

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	564 27%	350 25%	199 31%	472 28%	92 22%	397 32%	355 32%	42 34%	44 27%	27 30%	75 15%	21 20%
9	250 12%	163 11%	84 13%	197 12%	53 13%	133 11%	115 10%	17 14%	26 16%	17 20%	55 11%	18 17%
8	401 19%	275 19%	122 19%	317 19%	84 20%	246 20%	222 20%	24 20%	21 13%	21 24%	94 19%	19 18%
7	279 13%	195 14%	81 13%	222 13%	57 14%	157 13%	146 13%	12 9%	23 14%	7 8%	71 14%	21 20%
6	181 9%	144 10%	33 5%	141 8%	40 10%	99 8%	93 8%	6 5%	12 7%	6 6%	54 11%	10 10%
5	197 9%	138 10%	56 9%	153 9%	44 11%	89 7%	80 7%	9 7%	18 11%	5 6%	72 15%	13 13%
4	53 3%	36 3%	17 3%	43 3%	10 2%	23 2%	20 2%	3 2%	6 3%	2 2%	22 4%	1 1%
3	50 2%	33 2%	18 3%	38 3%	12 3%	31 2%	28 3%	3 2%	4 3%	-	14 3%	1 1%
2	33 2%	26 2%	7 1%	25 2%	8 2%	11 1%	9 1%	2 2%	2 1%	-	19 4%	1 1%
1	16 1%	11 1%	5 1%	15 1%	2 *	6 *	5 *	* *	1 1%	-	10 2%	-
0 - strongly disagree	31 1%	25 2%	5 1%	22 1%	8 2%	18 1%	18 2%	- -	1 *	-	12 2%	-
Don't know	35 2%	23 2%	11 2%	32 2%	4 1%	27 2%	23 2%	4 3%	5 3%	3 4%	-	-

Openreach Consumer Poll
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Absolutes/col percents

Table 37

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

		Property ownership		Urban/rural		Working status							House person / housewife, household, etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1215 58%	788 56%	406 63%	986 59%	229 55%	776 63%	692 62%	84 69%	91 56%	65 74%	224 45%	58 55%
Agree	(7-10)	1494 71%	982 69%	487 76%	1207 72%	286 69%	934 75%	838 75%	95 78%	114 70%	72 82%	294 59%	79 74%
Neutral	(4-6)	431 21%	318 22%	106 17%	337 20%	94 23%	210 17%	193 17%	18 14%	35 22%	13 14%	148 30%	25 23%
Disagree	(0-3)	131 6%	95 7%	36 6%	101 6%	30 7%	66 5%	61 5%	5 4%	8 5%	-	55 11%	3 2%
Disagree	(0-2)	80 4%	62 4%	18 3%	62 4%	18 4%	35 3%	33 3%	2 2%	4 2%	-	40 8%	1 1%
Mean		7.57	7.44	7.82	7.62	7.37	7.84	7.81	8.10	7.66	8.35	6.74	7.64
Standard deviation		2.31	2.34	2.25	2.30	2.34	2.23	2.25	2.07	2.23	1.61	2.51	1.85
Standard error		0.05	0.07	0.08	0.06	0.12	0.07	0.07	0.18	0.16	0.15	0.12	0.17

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 38

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	564	119	16	35	132	182	78	1	1	27	534	278	118	77	83	119	73	187	153	37	11	21	3	*	79
	27%	30%	28%	20%	28%	28%	24%	9%	14%	19%	28%	43%	57%	38%	36%	20%	23%	28%	31%	25%	19%	29%	43%	5%	25%
9	250	51	9	22	58	75	33	1	1	12	235	77	28	20	28	56	34	82	61	21	6	13	-	-	34
	12%	13%	16%	12%	12%	12%	10%	13%	13%	9%	12%	12%	14%	10%	12%	9%	11%	12%	12%	15%	10%	17%	-	-	10%
8	401	87	6	39	78	117	71	1	1	35	366	124	26	48	50	122	62	140	93	30	9	17	1	1	49
	19%	22%	11%	22%	17%	18%	22%	15%	7%	24%	19%	19%	13%	24%	22%	20%	20%	21%	19%	20%	16%	23%	8%	15%	15%
7	279	49	8	17	61	90	51	1	2	25	252	73	14	26	33	84	50	77	61	21	16	6	-	-	47
	13%	12%	15%	9%	13%	14%	16%	9%	28%	18%	13%	11%	7%	13%	14%	14%	16%	12%	12%	14%	28%	8%	-	-	15%
6	181	30	4	14	52	52	27	1	1	8	172	24	7	11	7	75	27	68	37	8	5	2	2	3	29
	9%	7%	7%	8%	11%	8%	9%	15%	13%	5%	9%	4%	3%	5%	3%	13%	9%	10%	8%	5%	8%	2%	26%	44%	9%
5	197	31	4	26	40	62	32	3	-	13	184	30	10	9	11	59	34	57	42	20	5	6	-	2	32
	9%	8%	6%	14%	9%	10%	10%	27%	-	10%	9%	5%	5%	4%	5%	10%	11%	9%	8%	14%	8%	8%	-	32%	10%
4	53	6	1	5	14	17	9	-	1	5	48	8	-	1	7	15	10	17	10	1	1	-	-	-	14
	3%	2%	1%	3%	3%	3%	3%	-	6%	3%	2%	1%	-	1%	3%	2%	3%	3%	2%	*	1%	2%	-	-	4%
3	50	12	8	4	9	10	6	-	1	5	45	13	4	8	2	18	12	15	10	2	-	4	-	-	7
	2%	3%	15%	3%	2%	2%	2%	-	8%	4%	2%	2%	2%	4%	1%	3%	4%	2%	2%	2%	-	5%	-	-	2%
2	33	3	-	7	7	12	5	-	-	2	31	4	-	1	2	7	3	10	7	2	5	1	1	*	4
	2%	1%	-	4%	1%	2%	1%	-	-	1%	2%	1%	-	1%	1%	1%	3%	2%	1%	2%	8%	2%	7%	4%	1%
1	16	3	-	2	4	6	2	-	-	2	14	*	*	-	-	5	*	5	6	2	-	1	-	-	2
	1%	1%	-	1%	1%	1%	1%	-	-	2%	1%	*	*	-	-	1%	*	1%	1%	1%	-	1%	-	-	1%
0 - strongly disagree	31	2	-	7	5	11	3	1	1	1	29	1	-	-	1	18	8	8	6	1	-	1	1	-	5
	1%	*	-	4%	1%	2%	1%	12%	12%	1%	2%	*	-	-	*	3%	2%	1%	1%	1%	-	2%	16%	-	2%
Don't know	35	10	*	-	8	17	1	-	-	6	27	9	1	2	7	18	2	4	7	1	1	1	-	-	19
	2%	2%	1%	-	2%	3%	*	-	-	5%	1%	1%	*	1%	3%	3%	1%	1%	1%	*	2%	2%	-	-	6%
Agree (8-10)	1215	257	30	96	268	374	182	4	3	74	1135	479	173	146	161	297	168	408	308	87	26	50	4	1	162
	58%	64%	55%	54%	57%	58%	57%	37%	34%	52%	59%	75%	83%	72%	70%	50%	54%	61%	62%	60%	44%	69%	51%	19%	50%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 38

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My day-to-day life relies on a good internet connection

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1494	305	39	113	329	464	233	4	5	99	1388	552	186	172	194	382	219	485	369	109	42	56	4	1	209
	71%	76%	70%	64%	70%	71%	73%	46%	61%	70%	72%	86%	90%	84%	84%	64%	69%	72%	75%	75%	73%	77%	51%	19%	65%
Neutral (4-6)	431	67	8	44	107	131	68	4	2	26	404	62	17	21	25	148	71	142	89	28	10	8	2	6	75
	21%	17%	14%	25%	23%	20%	21%	42%	18%	18%	21%	10%	8%	10%	11%	25%	22%	21%	18%	19%	17%	11%	26%	76%	23%
Disagree (0-3)	131	19	8	21	24	39	16	1	2	11	120	18	4	9	5	47	24	38	29	8	5	7	2	*	18
	6%	5%	15%	12%	5%	6%	5%	12%	20%	8%	6%	3%	2%	4%	2%	8%	7%	6%	6%	6%	8%	10%	22%	4%	6%
Disagree (0-2)	80	7	-	16	16	29	10	1	1	6	75	5	*	1	3	30	11	23	19	6	5	3	2	*	11
	4%	2%	-	9%	3%	4%	3%	12%	12%	4%	4%	1%	*	1%	1%	5%	4%	3%	4%	4%	8%	4%	22%	4%	3%
Mean	7.57	7.88	7.46	6.96	7.62	7.59	7.53	6.11	6.28	7.28	7.59	8.46	8.90	8.24	8.25	7.17	7.33	7.65	7.76	7.62	7.24	7.75	6.68	5.99	7.41
Standard deviation	2.31	2.09	2.45	2.69	2.27	2.35	2.18	2.99	3.21	2.27	2.32	1.85	1.66	1.90	1.90	2.41	2.36	2.26	2.30	2.24	2.22	2.47	3.94	1.63	2.34
Standard error	0.05	0.10	0.33	0.21	0.11	0.10	0.12	1.00	0.97	0.21	0.05	0.08	0.12	0.14	0.13	0.10	0.13	0.09	0.10	0.19	0.31	0.29	1.19	0.54	0.13

Openreach Consumer Poll

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Absolutes/col percents

Table 39

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ireland
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	739	315	423	65	118	118	126	131	180	196	218	145	180	74	27	68	57	56	44	36	76	87	105	84	26
	35%	31%	40%	29%	33%	35%	35%	41%	37%	36%	36%	33%	36%	42%	32%	29%	33%	31%	29%	36%	39%	31%	37%	46%	45%
9	280	146	132	21	36	42	48	53	79	71	91	57	61	18	13	28	28	25	17	17	22	44	35	25	8
	13%	14%	12%	9%	10%	13%	13%	17%	16%	13%	15%	13%	12%	10%	15%	12%	16%	14%	11%	17%	11%	16%	12%	14%	14%
8	400	193	206	38	78	54	77	54	98	117	107	92	84	39	15	46	30	30	33	17	40	53	60	24	12
	19%	19%	19%	17%	22%	16%	21%	17%	20%	21%	18%	21%	17%	22%	18%	20%	17%	16%	22%	18%	22%	19%	21%	14%	21%
7	218	107	111	29	40	41	38	24	45	59	68	42	49	17	9	22	12	22	18	14	22	28	26	21	6
	10%	10%	10%	13%	11%	12%	10%	7%	9%	11%	11%	10%	10%	10%	11%	9%	7%	12%	12%	14%	11%	10%	9%	12%	10%
6	163	84	79	33	38	25	21	18	28	52	32	46	34	12	6	22	16	16	12	6	10	22	28	9	4
	8%	8%	7%	15%	10%	8%	6%	6%	6%	9%	5%	11%	7%	7%	7%	9%	9%	9%	8%	6%	10	8%	10%	5%	8%
5	145	80	64	22	22	26	29	23	23	27	42	35	42	8	6	25	17	19	10	3	12	22	14	7	2
	7%	8%	6%	10%	6%	8%	8%	7%	5%	5%	7%	8%	8%	4%	7%	11%	10%	11%	7%	3%	6%	8%	5%	4%	3%
4	28	19	9	5	2	2	7	3	9	8	8	4	8	2	-	3	3	4	1	1	3	4	5	3	-
	1%	2%	1%	2%	*	1%	2%	1%	2%	1%	1%	1%	2%	1%	-	1%	2%	2%	*	1%	1%	2%	2%	1%	-
3	31	20	11	2	11	3	3	4	9	10	6	4	11	1	2	4	2	-	7	2	4	4	4	1	-
	1%	2%	1%	1%	3%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	-	5%	2%	2%	1%	1%	1%	-
2	11	10	1	1	1	3	1	2	3	4	5	1	2	1	1	3	3	1	1	-	1	*	-	-	-
	1%	1%	*	*	*	1%	*	*	1%	1%	1%	*	*	1%	1%	2%	*	*	1%	-	1%	*	-	-	-
1	7	7	-	*	2	1	1	2	1	2	2	1	2	-	-	3	*	1	-	-	-	1	1	1	-
	*	1%	-	*	*	*	*	1%	*	*	*	*	*	-	-	1%	*	1%	-	-	-	*	*	*	-
0 - strongly disagree	12	10	1	-	-	1	4	3	3	-	4	1	6	-	-	*	-	3	1	-	1	1	2	2	-
	1%	1%	*	-	-	*	1%	1%	1%	-	1%	*	1%	-	-	*	-	2%	1%	-	1%	*	1%	1%	-
Don't know	56	27	29	9	13	15	7	3	10	5	22	9	21	5	7	8	4	2	7	3	3	12	4	3	-
	3%	3%	3%	4%	4%	4%	2%	1%	2%	1%	4%	2%	4%	3%	8%	3%	2%	1%	5%	3%	2%	4%	1%	1%	-
Agree (8-10)	1419	654	761	125	232	215	252	238	357	384	416	295	325	131	56	143	115	111	94	69	138	183	200	133	47
	68%	64%	71%	55%	64%	65%	69%	75%	73%	70%	69%	67%	65%	74%	65%	61%	66%	62%	62%	71%	71%	66%	70%	74%	80%

Openreach Consumer Poll
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Absolutes/col percents

Table 39

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern London	South East	South West	North-ern Ire-land	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1637	761	872	154	272	256	290	262	402	443	483	337	374	149	65	165	128	133	111	83	160	211	226	154	53
		78%	82%	68%	76%	77%	80%	82%	82%	80%	80%	77%	75%	84%	76%	71%	74%	74%	74%	85%	82%	76%	79%	86%	90%
Neutral	(4-6) 337	184	152	60	61	54	58	44	60	87	82	85	83	22	12	49	37	39	23	10	24	48	47	19	6
		16%	14%	27%	17%	16%	16%	14%	12%	16%	14%	19%	17%	12%	14%	21%	21%	22%	16%	11%	13%	17%	17%	10%	10%
Disagree	(0-3) 61	48	13	3	13	9	9	11	16	15	17	8	21	2	2	11	5	5	9	2	7	5	8	4	-
		3%	5%	1%	4%	3%	3%	3%	3%	3%	3%	2%	4%	1%	3%	5%	3%	3%	6%	2%	4%	2%	3%	2%	-
Disagree	(0-2) 30	28	2	1	3	5	7	7	7	6	11	4	10	1	1	7	4	5	2	-	3	2	4	3	-
		1%	3%	*	1%	2%	2%	2%	2%	1%	2%	1%	2%	*	1%	3%	2%	3%	1%	-	1%	1%	1%	2%	-
Mean	8.15	7.89	8.40	7.79	8.03	8.15	8.12	8.34	8.28	8.19	8.22	8.11	8.04	8.47	8.21	7.78	8.01	7.84	7.86	8.39	8.23	8.12	8.19	8.51	8.71
Standard deviation	2.00	2.19	1.75	1.93	1.95	1.98	2.04	2.07	1.97	1.89	2.00	1.88	2.19	1.70	1.86	2.17	2.07	2.22	2.11	1.72	2.03	1.90	1.98	1.98	1.46
Standard error	0.04	0.07	0.05	0.12	0.10	0.11	0.11	0.11	0.09	0.08	0.08	0.09	0.10	0.13	0.21	0.15	0.16	0.17	0.18	0.17	0.15	0.11	0.12	0.16	0.18

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Absolutes/col percents

Table 40

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	739 35%	473 33%	254 40%	588 35%	151 36%	419 34%	381 34%	38 31%	62 38%	26 29%	194 39%	39 36%
9	280 13%	198 14%	78 12%	222 13%	58 14%	157 13%	132 12%	25 20%	21 13%	9 10%	81 16%	12 11%
8	400 19%	269 19%	124 19%	329 20%	71 17%	229 19%	212 19%	18 14%	29 18%	21 23%	98 20%	23 22%
7	218 10%	153 11%	61 10%	173 10%	45 11%	137 11%	126 11%	11 9%	12 7%	7 8%	47 9%	15 14%
6	163 8%	114 8%	47 7%	125 7%	38 9%	120 10%	106 10%	14 11%	5 3%	10 11%	21 4%	7 7%
5	145 7%	104 7%	40 6%	117 7%	28 7%	92 7%	84 8%	8 7%	11 7%	9 10%	26 5%	7 7%
4	28 1%	23 2%	5 1%	21 1%	7 2%	13 1%	12 1%	1 1%	3 2%	1 1%	9 2%	2 2%
3	31 1%	21 1%	10 2%	27 2%	4 1%	17 1%	17 1%	* *	6 4%	1 1%	6 1%	1 1%
2	11 1%	8 1%	3 *	10 1%	1 *	7 1%	7 1%	- -	1 1%	- -	3 1%	* *
1	7 *	7 *	* *	6 *	1 *	6 *	3 *	3 2%	2 1%	- -	- -	- -
0 - strongly disagree	12 1%	9 1%	3 *	8 *	4 1%	5 *	5 *	- -	2 1%	- -	4 1%	- -
Don't know	56 3%	39 3%	16 2%	50 3%	6 2%	35 3%	29 3%	6 5%	9 6%	4 5%	8 2%	- -

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 40

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1419 68%	940 66%	456 71%	1140 68%	279 67%	805 65%	725 65%	80 66%	112 69%	56 63%	373 75%	74 69%
Agree	(7-10)	1637 78%	1093 77%	517 81%	1313 78%	324 78%	942 76%	851 76%	91 74%	124 76%	63 71%	420 84%	89 84%
Neutral	(4-6)	337 16%	241 17%	91 14%	263 16%	74 18%	225 18%	203 18%	23 19%	19 12%	20 23%	56 11%	16 15%
Disagree	(0-3)	61 3%	45 3%	16 3%	51 3%	10 2%	34 3%	31 3%	3 3%	10 6%	1 1%	14 3%	1 1%
Disagree	(0-2)	30 1%	24 2%	6 1%	24 1%	6 2%	17 1%	15 1%	3 2%	5 3%	- -	8 2%	* *
Mean		8.15	8.06	8.32	8.15	8.14	8.07	8.07	8.11	8.10	7.97	8.36	8.23
Standard deviation		2.00	2.04	1.91	1.99	2.02	1.99	1.99	2.02	2.33	1.85	1.95	1.77
Standard error		0.04	0.06	0.07	0.05	0.10	0.06	0.06	0.18	0.17	0.18	0.09	0.16

Openreach Consumer Poll

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Absolutes/col percents

Table 41

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	739 35%	134 33%	21 39%	49 27%	180 39%	237 36%	111 35%	3 28%	3 39%	34 24%	702 36%	240 37%	88 42%	68 33%	84 37%	179 30%	96 30%	274 41%	173 35%	44 30%	16 28%	34 47%	2 27%	*	99 31%
9	280 13%	56 14%	4 7%	28 16%	61 13%	89 14%	41 13%	- -	2 24%	17 12%	263 14%	83 13%	29 14%	33 16%	22 9%	74 12%	51 16%	89 13%	80 16%	19 13%	6 11%	3 4%	1 12%	-	31 10%
8	400 19%	79 20%	10 17%	45 25%	100 21%	101 16%	61 19%	1 13%	3 31%	29 20%	369 19%	111 17%	27 13%	44 22%	40 17%	118 20%	68 20%	106 16%	100 20%	28 19%	14 24%	15 20%	2 23%	2 30%	65 20%
7	218 10%	34 8%	5 10%	24 13%	41 9%	77 12%	34 11%	3 27%	1 6%	21 15%	196 10%	70 11%	24 12%	18 9%	28 12%	67 11%	35 11%	75 11%	52 11%	16 11%	7 12%	5 7%	1 7%	2 28%	25 8%
6	163 8%	43 11%	4 8%	9 5%	40 8%	41 6%	27 9%	- -	- -	15 11%	147 8%	64 10%	15 7%	26 13%	23 10%	56 9%	20 6%	55 8%	38 8%	10 7%	9 15%	7 9%	1 11%	-	24 7%
5	145 7%	26 7%	4 7%	12 6%	26 6%	53 8%	23 7%	1 11%	- -	12 8%	133 7%	33 5%	12 6%	7 3%	14 6%	59 10%	19 6%	36 5%	26 5%	15 11%	1 2%	4 5%	-	3 37%	41 13%
4	28 1%	3 1%	2 4%	* -	2 *	11 2%	8 2%	1 12%	- -	5 3%	23 1%	7 1%	2 1%	2 1%	3 1%	6 1%	10 3%	6 1%	5 1%	2 1%	1 2%	-	1 16%	-	3 1%
3	31 1%	7 2%	2 4%	2 1%	5 1%	7 1%	6 2%	1 9%	- -	4 3%	27 1%	9 1%	2 1%	3 2%	4 2%	8 1%	1 *	6 1%	5 1%	8 6%	-	4 5%	-	-	6 2%
2	11 1%	4 1%	- -	2 1%	1 *	6 1%	- -	- -	- -	- -	11 1%	4 1%	1 1%	1 *	2 1%	2 *	1 *	7 1%	2 *	1 1%	- -	- -	- -	- -	- -
1	7 *	* *	- -	2 1%	1 *	3 *	1 *	- -	- -	2 1%	6 *	6 1%	1 1%	3 2%	1 1%	- -	4 1%	2 *	- -	- -	- -	1 1%	- -	- -	- -
0 - strongly disagree	12 1%	* *	- -	3 2%	3 1%	4 1%	2 1%	- -	- -	- -	12 1%	1 *	1 *	- -	- -	4 1%	3 1%	4 1%	2 *	- -	1 2%	- -	- -	- -	1 *
Don't know	56 3%	14 4%	3 5%	4 2%	7 2%	23 4%	5 1%	- -	- -	5 3%	50 3%	14 2%	4 2%	* *	10 4%	22 4%	6 2%	8 1%	12 2%	1 *	3 4%	1 2%	* 4%	-	25 8%
Agree (8-10)	1419 68%	269 67%	35 63%	121 68%	342 73%	427 66%	213 67%	4 41%	8 94%	79 56%	1334 69%	434 68%	144 70%	144 71%	146 63%	371 62%	216 68%	470 70%	352 71%	91 63%	36 62%	51 71%	5 62%	3 35%	196 61%

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Absolutes/col percents

Table 41

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Everyone in the UK should have the right to access ultra-fast, ultra-reliable broadband regardless of where they live

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1637 78%	302 75%	40 73%	145 81%	383 82%	504 77%	247 77%	6 68%	9 100%	100 71%	1530 79%	504 79%	169 81%	162 79%	173 75%	438 74%	250 80%	545 81%	405 82%	107 74%	43 74%	57 78%	5 69%	5 63%	220 69%
Neutral (4-6)	337 16%	72 18%	10 19%	21 12%	68 14%	105 16%	58 18%	2 24%	-	32 22%	304 16%	104 16%	30 14%	34 17%	40 17%	121 20%	48 15%	96 14%	69 14%	28 19%	11 20%	10 14%	2 27%	3 37%	68 21%
Disagree (0-3)	61 3%	12 3%	2 4%	8 5%	10 2%	20 3%	9 3%	1 9%	-	5 4%	56 3%	20 3%	5 3%	7 4%	7 3%	15 2%	10 3%	20 3%	9 2%	10 7%	1 2%	4 6%	-	-	7 2%
Disagree (0-2)	30 1%	4 1%	-	6 3%	4 1%	12 2%	3 1%	-	-	2 1%	29 1%	11 2%	4 2%	4 2%	3 1%	7 1%	9 3%	14 2%	4 1%	1 1%	1 2%	1 1%	-	-	1 *
Mean	8.15	8.12	8.03	7.96	8.34	8.13	8.07	7.03	8.96	7.62	8.18	8.19	8.34	8.14	8.10	7.93	8.02	8.30	8.31	7.77	7.93	8.26	7.74	6.69	7.93
Standard deviation	2.00	1.93	2.12	2.11	1.85	2.07	2.03	2.50	1.03	2.05	1.99	1.98	2.00	1.95	2.00	1.99	2.10	2.00	1.80	2.16	1.97	2.14	2.24	1.56	2.02
Standard error	0.04	0.09	0.29	0.17	0.09	0.08	0.12	0.83	0.31	0.19	0.05	0.08	0.14	0.14	0.14	0.08	0.12	0.08	0.08	0.18	0.28	0.25	0.71	0.52	0.11

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 42
Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	727	356	368	48	125	116	139	112	188	186	221	151	169	70	30	71	56	51	44	37	75	82	106	75	30
	35%	35%	35%	21%	35%	35%	38%	35%	38%	34%	37%	34%	34%	40%	35%	31%	32%	29%	29%	38%	38%	30%	37%	42%	51%
9	293	144	148	25	38	34	72	52	72	93	79	65	56	24	10	30	24	25	23	12	23	44	48	20	8
	14%	14%	14%	11%	10%	10%	20%	16%	15%	17%	13%	15%	11%	13%	12%	13%	14%	14%	15%	12%	12%	16%	17%	11%	14%
8	380	182	198	44	73	61	52	58	92	103	112	76	90	31	18	51	37	39	27	18	35	47	38	34	7
	18%	18%	19%	19%	20%	18%	14%	18%	19%	19%	18%	17%	18%	17%	21%	22%	21%	21%	18%	19%	18%	17%	13%	19%	11%
7	195	92	101	42	28	36	23	27	39	62	44	46	42	19	6	17	15	13	16	8	22	30	31	13	4
	9%	9%	9%	18%	8%	11%	6%	8%	8%	11%	7%	11%	8%	11%	7%	7%	9%	7%	11%	8%	11%	11%	11%	7%	7%
6	133	74	59	16	34	25	20	14	23	30	46	21	36	6	4	16	12	16	17	7	12	17	15	6	3
	6%	7%	5%	7%	9%	7%	6%	4%	5%	5%	8%	5%	7%	3%	4%	7%	7%	9%	11%	7%	6%	6%	5%	4%	6%
5	176	97	78	23	27	19	35	27	43	43	44	42	47	13	8	17	17	24	11	4	10	27	22	18	4
	8%	10%	7%	10%	8%	6%	10%	8%	9%	8%	7%	10%	9%	7%	10%	7%	10%	13%	7%	4%	5%	10%	8%	10%	6%
4	32	15	17	6	2	9	4	5	6	11	8	8	5	3	1	6	1	3	2	2	3	4	3	5	-
	2%	1%	2%	2%	1%	3%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	3%	-
3	28	11	17	4	4	4	5	7	4	6	7	6	9	5	1	-	3	1	3	-	3	3	7	2	-
	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	3%	1%	-	2%	1%	2%	-	2%	1%	2%	1%	-
2	11	8	3	1	4	-	2	-	4	1	8	1	2	1	-	3	-	2	-	-	2	-	2	1	-
	1%	1%	*	1%	1%	-	*	-	1%	*	1%	*	*	*	-	1%	-	1%	-	-	1%	-	1%	*	-
1	3	2	1	1	-	1	1	-	-	1	-	1	2	-	1	1	*	*	*	-	-	-	-	-	-
	*	*	*	*	-	*	*	-	-	*	-	*	*	-	1%	1%	*	*	*	-	-	-	-	-	-
0 - strongly disagree	8	2	6	-	1	-	3	4	1	-	1	4	3	1	-	-	-	1	1	1	1	-	3	2	-
	*	*	1%	-	*	-	1%	1%	*	-	*	1%	1%	1%	-	-	-	*	*	1%	*	-	1%	1%	-
Don't know	106	35	70	16	24	29	8	13	16	16	35	17	38	4	6	20	9	4	6	9	10	22	9	4	2
	5%	3%	7%	7%	7%	9%	2%	4%	3%	3%	6%	4%	8%	2%	7%	8%	5%	2%	4%	9%	5%	8%	3%	2%	4%
Agree (8-10)	1400	683	715	117	236	211	262	223	352	382	411	292	315	125	58	153	117	115	94	68	132	173	192	129	45
	67%	67%	67%	52%	66%	63%	72%	70%	72%	69%	68%	67%	63%	70%	68%	66%	67%	64%	62%	69%	68%	63%	67%	72%	77%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 42

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1595	775	815	159	264	246	285	250	391	443	456	338	357	144	64	170	132	128	110	76	154	203	223	142	49
		76%	76%	70%	73%	74%	78%	78%	80%	81%	76%	77%	72%	81%	75%	73%	76%	71%	73%	77%	79%	74%	78%	79%	84%
Neutral	(4-6) 341	186	154	45	64	53	60	46	72	84	97	72	88	22	13	38	29	43	30	13	25	49	41	30	7
		16%	18%	14%	20%	18%	16%	17%	15%	15%	16%	16%	18%	13%	15%	17%	17%	24%	20%	13%	13%	18%	14%	17%	12%
Disagree	(0-3) 50	23	27	6	8	5	11	11	9	8	16	11	16	7	2	4	3	4	4	1	6	3	12	4	-
		2%	2%	3%	2%	2%	3%	3%	2%	1%	3%	2%	3%	4%	3%	2%	2%	2%	3%	1%	3%	1%	4%	2%	-
Disagree	(0-2) 22	12	10	2	4	1	6	4	5	2	9	5	6	2	1	4	*	3	1	1	3	-	5	2	-
		1%	1%	1%	1%	*	2%	1%	1%	*	1%	1%	1%	1%	1%	2%	*	2%	1%	1%	1%	-	2%	1%	-
Mean	8.17	8.14	8.21	7.63	8.16	8.19	8.26	8.18	8.33	8.24	8.23	8.12	8.06	8.25	8.17	8.11	8.16	7.85	7.97	8.45	8.28	8.13	8.18	8.25	8.82
Standard deviation	1.97	1.97	1.97	1.92	1.92	1.90	2.07	2.07	1.90	1.82	1.97	2.04	2.08	2.06	2.04	1.95	1.86	2.05	1.95	1.79	1.96	1.82	2.11	2.10	1.60
Standard error	0.04	0.06	0.06	0.13	0.10	0.11	0.11	0.11	0.09	0.08	0.08	0.10	0.10	0.16	0.23	0.14	0.14	0.16	0.16	0.18	0.14	0.11	0.13	0.17	0.20

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 43

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	727 35%	483 34%	232 36%	574 34%	153 37%	417 34%	369 33%	48 40%	57 35%	17 19%	200 40%	37 34%
9	293 14%	208 15%	79 12%	235 14%	58 14%	169 14%	157 14%	12 10%	23 14%	13 15%	74 15%	14 13%
8	380 18%	259 18%	116 18%	311 19%	69 17%	221 18%	201 18%	19 16%	20 13%	23 26%	94 19%	22 21%
7	195 9%	130 9%	61 10%	168 10%	27 6%	118 10%	107 10%	11 9%	17 11%	13 15%	39 8%	8 7%
6	133 6%	81 6%	48 7%	111 7%	22 5%	94 8%	83 7%	10 8%	8 5%	6 6%	20 4%	5 5%
5	176 8%	125 9%	49 8%	135 8%	41 10%	107 9%	99 9%	8 7%	12 7%	4 5%	42 9%	10 9%
4	32 2%	26 2%	6 1%	22 1%	10 2%	19 2%	16 1%	3 2%	2 1%	3 4%	5 1%	2 2%
3	28 1%	21 1%	7 1%	17 1%	10 2%	19 2%	18 2%	1 1%	3 2%	-	5 1%	1 1%
2	11 1%	8 1%	3 *	6 *	5 1%	4 *	4 *	* *	1 *	1 1%	4 1%	1 1%
1	3 *	2 *	1 *	3 *	-	2 *	1 *	1 1%	2 1%	-	-	-
0 - strongly disagree	8 *	7 *	1 *	5 *	3 1%	3 *	3 *	-	1 1%	-	3 1%	1 1%
Don't know	106 5%	69 5%	35 5%	88 5%	17 4%	64 5%	56 5%	8 7%	15 9%	9 10%	12 2%	6 5%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 43

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1400 67%	950 67%	427 67%	1120 67%	280 68%	807 65%	727 65%	80 65%	101 62%	52 60%	368 74%	72 68%
Agree	(7-10)	1595 76%	1080 76%	489 76%	1288 77%	307 74%	924 75%	834 75%	91 74%	118 73%	66 75%	406 82%	80 76%
Neutral	(4-6)	341 16%	232 16%	104 16%	268 16%	72 17%	220 18%	198 18%	22 18%	23 14%	13 15%	68 14%	17 16%
Disagree	(0-3)	50 2%	37 3%	12 2%	32 2%	18 4%	28 2%	26 2%	2 2%	7 4%	1 1%	11 2%	3 3%
Disagree	(0-2)	22 1%	17 1%	5 1%	14 1%	8 2%	9 1%	8 1%	1 1%	4 2%	1 1%	6 1%	2 2%
Mean		8.17	8.14	8.23	8.20	8.07	8.12	8.11	8.24	8.11	7.91	8.37	8.12
Standard deviation		1.97	2.01	1.90	1.91	2.20	1.96	1.96	1.98	2.21	1.70	1.94	2.06
Standard error		0.04	0.06	0.07	0.05	0.11	0.06	0.06	0.17	0.17	0.17	0.09	0.19

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 44

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	727	134	18	62	159	229	118	3	4	39	686	244	100	73	71	173	110	268	194	39	11	24	2	-	80
	35%	34%	33%	35%	34%	35%	37%	28%	43%	27%	35%	38%	48%	36%	31%	29%	35%	40%	39%	27%	19%	33%	32%	-	25%
9	293	57	7	22	75	83	46	1	1	17	274	87	20	30	37	82	48	87	81	18	7	9	2	2	38
	14%	14%	12%	13%	16%	13%	15%	9%	15%	12%	14%	14%	10%	15%	16%	14%	15%	13%	16%	12%	13%	13%	31%	28%	12%
8	380	67	13	34	85	125	54	1	-	26	353	106	34	35	37	114	61	114	86	31	12	11	1	1	63
	18%	17%	24%	19%	18%	19%	17%	15%	-	18%	18%	17%	17%	17%	16%	19%	17%	17%	17%	21%	20%	16%	7%	15%	20%
7	195	42	7	15	33	59	37	-	2	12	181	60	14	21	25	58	31	59	42	16	9	5	-	1	32
	9%	10%	12%	9%	7%	9%	12%	-	18%	8%	9%	9%	7%	10%	11%	10%	10%	9%	9%	11%	16%	7%	-	7%	10%
6	133	28	2	10	34	34	23	1	-	16	117	54	15	20	18	40	18	38	29	11	9	5	*	2	20
	6%	7%	3%	6%	7%	5%	7%	13%	-	11%	6%	8%	7%	10%	8%	7%	6%	6%	6%	8%	15%	7%	4%	28%	6%
5	176	35	3	19	43	55	20	1	-	12	163	50	10	14	26	57	21	53	28	17	9	9	1	1	36
	8%	9%	5%	11%	9%	8%	6%	12%	-	9%	8%	8%	5%	7%	11%	10%	7%	8%	6%	12%	15%	12%	11%	17%	11%
4	32	3	4	1	6	12	5	-	1	5	27	7	2	2	4	12	10	8	4	3	-	3	-	-	5
	2%	1%	7%	1%	1%	2%	2%	-	12%	4%	1%	1%	1%	1%	2%	3%	3%	1%	1%	2%	-	4%	-	-	2%
3	28	6	-	5	5	5	5	1	-	1	26	6	3	2	1	13	2	7	6	5	-	1	-	-	7
	1%	2%	-	3%	1%	1%	2%	11%	-	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	-	2%	-	-	2%
2	11	2	-	2	1	5	1	1	-	2	9	3	1	2	*	1	2	4	1	-	-	*	1	-	1
	1%	*	-	1%	*	1%	*	12%	-	1%	*	1%	1%	1%	*	1%	1%	1%	*	-	-	*	16%	-	*
1	3	1	-	-	1	1	-	-	-	1	2	2	*	-	1	*	1	*	1	-	-	-	-	-	-
	*	*	-	-	*	*	-	-	-	1%	*	*	*	-	1%	*	*	*	*	-	-	-	-	-	-
0 - strongly disagree	8	1	-	2	2	3	1	-	-	1	7	-	-	-	-	3	-	3	1	-	-	1	-	-	3
	*	*	-	1%	*	*	*	-	-	1%	*	-	-	-	-	1%	-	*	*	-	-	2%	-	-	1%
Don't know	106	25	2	5	23	40	8	-	1	9	95	23	8	4	11	41	10	28	20	4	2	4	-	-	37
	5%	6%	4%	3%	5%	6%	3%	-	12%	7%	5%	4%	4%	2%	5%	7%	3%	4%	4%	3%	3%	6%	-	-	12%
Agree (8-10)	1400	258	38	118	320	437	218	5	5	81	1312	437	154	138	145	370	218	469	361	88	30	45	5	3	180
	67%	64%	68%	66%	68%	67%	68%	52%	58%	58%	68%	68%	74%	68%	63%	62%	69%	70%	73%	61%	51%	61%	69%	43%	56%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 44

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - New-build properties should have the latest broadband technology installed as standard

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1595 76%	300 75%	45 81%	134 75%	353 75%	496 76%	256 80%	5 52%	7 76%	93 66%	1493 77%	497 77%	168 81%	159 78%	169 74%	428 72%	250 79%	528 79%	403 81%	105 72%	39 67%	49 68%	5 69%	4 51%	212 66%
Neutral (4-6)	341 16%	66 16%	9 15%	31 17%	83 18%	101 15%	48 15%	2 25%	1 12%	34 24%	307 16%	111 17%	27 13%	36 18%	47 21%	109 18%	50 16%	99 15%	61 12%	31 22%	17 30%	17 23%	1 15%	3 45%	61 19%
Disagree (0-3)	50 2%	10 2%	-	9 5%	9 2%	14 2%	7 2%	2 24%	-	5 4%	44 2%	11 2%	4 2%	4 2%	3 1%	17 3%	5 2%	14 2%	10 2%	5 3%	-	3 4%	1 16%	* 4%	11 3%
Disagree (0-2)	22 1%	4 1%	-	3 2%	4 1%	9 1%	2 1%	1 12%	-	4 3%	18 1%	5 1%	2 1%	2 1%	2 1%	4 1%	4 1%	8 1%	4 1%	-	-	2 2%	1 16%	* 4%	4 1%
Mean	8.17	8.15	8.16	7.99	8.20	8.20	8.26	6.72	8.40	7.68	8.20	8.27	8.56	8.23	8.04	7.95	8.21	8.33	8.44	7.79	7.58	7.81	7.59	6.84	7.77
Standard deviation	1.97	1.95	1.85	2.18	1.94	1.98	1.90	3.08	2.23	2.24	1.95	1.89	1.87	1.85	1.92	2.03	1.92	1.95	1.83	1.99	1.72	2.34	3.07	2.07	2.10
Standard error	0.04	0.09	0.25	0.17	0.09	0.08	0.11	1.03	0.74	0.21	0.05	0.08	0.13	0.14	0.13	0.09	0.11	0.08	0.08	0.17	0.24	0.28	0.93	0.69	0.12

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 45

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	808	328	477	94	156	140	153	115	150	234	263	139	172	72	36	78	72	67	45	36	76	101	117	83	27
	39%	32%	45%	42%	43%	42%	42%	36%	31%	43%	44%	32%	34%	40%	42%	33%	41%	37%	30%	37%	39%	36%	41%	46%	46%
9	284	130	154	31	45	35	52	53	67	86	88	65	44	26	10	33	24	25	30	14	23	41	34	14	10
	14%	13%	14%	14%	13%	11%	14%	17%	14%	16%	15%	15%	9%	15%	12%	14%	14%	14%	20%	14%	12%	15%	12%	8%	17%
8	328	167	160	34	47	59	57	45	87	88	81	80	79	26	13	40	27	29	23	20	30	32	48	33	6
	16%	16%	15%	15%	13%	18%	16%	14%	18%	16%	13%	18%	16%	15%	15%	17%	16%	16%	20%	15%	15%	12%	17%	18%	11%
7	214	110	104	22	36	36	34	29	56	48	62	47	56	13	11	25	19	19	17	6	26	28	24	17	8
	10%	11%	10%	10%	10%	11%	9%	9%	12%	9%	10%	11%	11%	7%	13%	11%	11%	11%	11%	7%	13%	10%	9%	9%	13%
6	133	80	53	11	26	23	23	21	28	31	29	28	45	13	2	18	8	18	10	3	13	20	12	13	4
	6%	8%	5%	5%	7%	7%	6%	7%	6%	6%	5%	6%	9%	7%	2%	8%	4%	10%	7%	3%	7%	7%	4%	7%	6%
5	163	105	56	16	21	14	28	35	48	38	39	34	52	18	3	17	9	12	15	7	11	23	28	17	3
	8%	10%	5%	7%	6%	4%	8%	11%	10%	7%	6%	8%	10%	10%	3%	7%	5%	7%	10%	7%	6%	8%	10%	10%	5%
4	31	20	12	5	9	1	2	4	10	9	9	5	8	-	2	4	-	4	3	4	7	3	4	-	-
	2%	2%	1%	2%	3%	*	1%	1%	2%	2%	1%	1%	2%	-	3%	2%	-	2%	2%	4%	3%	1%	2%	-	-
3	30	18	12	3	2	3	2	6	14	8	9	7	7	2	1	6	4	-	1	-	2	7	6	2	-
	1%	2%	1%	1%	1%	1%	1%	2%	3%	1%	1%	2%	1%	1%	2%	3%	2%	-	*	-	1%	2%	2%	1%	-
2	24	16	8	-	2	4	5	4	9	1	3	9	10	3	2	4	4	-	-	3	3	1	5	-	-
	1%	2%	1%	-	*	1%	1%	1%	2%	*	1%	2%	2%	2%	2%	2%	2%	-	-	3%	1%	*	2%	-	-
1	8	4	3	1	1	1	-	2	2	3	-	4	1	-	-	1	2	-	-	-	*	4	-	-	-
	*	*	*	*	*	*	-	1%	*	1%	-	1%	*	-	-	1%	1%	-	-	-	*	1%	-	-	-
0 - strongly disagree	25	17	8	-	2	2	3	4	14	2	4	11	9	1	*	2	2	5	3	2	1	4	3	2	1
	1%	2%	1%	-	*	1%	1%	1%	3%	*	1%	2%	2%	1%	1%	1%	3%	3%	2%	2%	*	1%	1%	1%	2%
Don't know	43	24	19	10	12	14	4	1	3	2	16	9	16	4	5	5	4	*	3	4	2	12	4	-	-
	2%	2%	2%	4%	3%	4%	1%	*	1%	*	3%	2%	3%	2%	6%	2%	2%	*	2%	4%	1%	4%	1%	-	-
Agree (8-10)	1420	625	791	159	248	235	262	213	304	408	433	285	295	124	59	150	123	121	98	69	129	174	199	129	43
	68%	61%	74%	70%	69%	70%	72%	67%	62%	74%	72%	65%	59%	70%	69%	65%	71%	68%	65%	70%	67%	63%	70%	72%	74%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 45

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern London	South East	South West	North-ern Ire-land	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1634	735	895	181	284	270	297	242	360	456	495	332	351	137	70	175	142	141	115	76	155	203	223	146	51
		78%	84%	80%	79%	81%	81%	76%	74%	83%	82%	76%	70%	77%	82%	75%	82%	78%	76%	77%	80%	73%	78%	81%	87%
Neutral	(4-6) 327	204	121	32	56	38	54	60	86	78	77	67	105	31	7	39	16	34	29	14	31	47	44	30	7
		16%	11%	14%	16%	11%	15%	19%	18%	14%	13%	15%	21%	17%	8%	17%	10%	19%	19%	14%	16%	17%	15%	17%	11%
Disagree	(0-3) 87	56	31	4	7	11	10	16	39	15	16	30	26	6	4	14	11	5	4	5	7	15	14	3	1
		4%	3%	2%	2%	3%	3%	5%	8%	3%	3%	7%	5%	3%	4%	6%	6%	3%	2%	5%	3%	5%	5%	2%	2%
Disagree	(0-2) 57	38	19	1	5	8	8	10	25	6	8	23	20	4	2	8	8	5	3	5	4	8	8	2	1
		3%	4%	2%	1%	2%	2%	3%	5%	1%	1%	5%	4%	2%	3%	3%	4%	3%	2%	5%	2%	3%	3%	1%	2%
Mean	8.13	7.77	8.47	8.40	8.36	8.38	8.33	7.96	7.62	8.38	8.42	7.82	7.76	8.24	8.34	7.91	8.22	8.08	7.99	8.04	8.12	8.00	8.13	8.35	8.54
Standard deviation	2.19	2.34	1.98	1.91	2.00	1.98	2.02	2.29	2.51	1.97	1.99	2.42	2.35	2.09	2.11	2.27	2.27	2.19	2.12	2.39	2.12	2.32	2.23	1.97	1.92
Standard error	0.05	0.07	0.06	0.12	0.10	0.11	0.11	0.12	0.12	0.09	0.08	0.11	0.11	0.16	0.23	0.15	0.17	0.16	0.18	0.24	0.15	0.14	0.13	0.16	0.24

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 46

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	808 39%	512 36%	280 44%	662 40%	146 35%	508 41%	456 41%	53 43%	58 35%	37 42%	157 31%	49 46%
9	284 14%	194 14%	84 13%	226 13%	58 14%	159 13%	141 13%	17 14%	24 15%	19 22%	73 15%	9 8%
8	328 16%	242 17%	86 13%	254 15%	74 18%	184 15%	162 15%	21 18%	22 14%	10 12%	93 19%	19 18%
7	214 10%	160 11%	50 8%	170 10%	43 10%	123 10%	115 10%	8 6%	16 10%	9 10%	56 11%	10 10%
6	133 6%	90 6%	40 6%	109 7%	23 6%	86 7%	79 7%	7 6%	11 7%	2 3%	23 5%	10 10%
5	163 8%	109 8%	51 8%	118 7%	44 11%	78 6%	72 6%	5 4%	19 11%	5 6%	53 11%	8 7%
4	31 2%	19 1%	12 2%	26 2%	6 1%	21 2%	19 2%	2 2%	1 1%	- -	9 2%	- -
3	30 1%	22 2%	8 1%	27 2%	3 1%	17 1%	14 1%	3 3%	2 1%	- -	12 2%	- -
2	24 1%	18 1%	5 1%	16 1%	8 2%	12 1%	12 1%	- -	3 2%	- -	8 2%	- -
1	8 *	8 1%	- -	8 *	- -	7 1%	7 1%	- -	1 1%	- -	- -	- -
0 - strongly disagree	25 1%	17 1%	8 1%	19 1%	7 2%	12 1%	11 1%	1 1%	1 1%	- -	13 3%	- -
Don't know	43 2%	27 2%	15 2%	40 2%	3 1%	30 2%	26 2%	5 4%	6 4%	5 6%	1 *	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 46

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	1420 68%	949 67%	450 70%	1143 68%	277 67%	851 69%	759 68%	92 75%	104 64%	66 75%	323 65%	77 72%
Agree	(7-10)	1634 78%	1110 78%	500 78%	1313 78%	320 77%	973 79%	874 78%	99 81%	119 73%	75 85%	378 76%	87 82%
Neutral	(4-6)	327 16%	217 15%	103 16%	254 15%	73 18%	185 15%	170 15%	15 12%	31 19%	8 9%	85 17%	18 17%
Disagree	(0-3)	87 4%	65 5%	21 3%	69 4%	18 4%	48 4%	44 4%	4 3%	7 4%	-	33 7%	-
Disagree	(0-2)	57 3%	43 3%	13 2%	42 3%	15 4%	31 2%	30 3%	1 1%	5 3%	-	21 4%	-
Mean		8.13	8.05	8.28	8.16	7.97	8.22	8.19	8.46	8.01	8.75	7.76	8.49
Standard deviation		2.19	2.20	2.16	2.18	2.24	2.15	2.17	1.96	2.21	1.51	2.39	1.70
Standard error		0.05	0.06	0.08	0.05	0.11	0.06	0.07	0.17	0.16	0.15	0.11	0.16

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 47

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	808	156	23	46	185	260	128	5	5	36	769	321	130	93	98	188	104	284	211	49	23	23	3	*	111
	39%	39%	42%	26%	39%	40%	40%	48%	57%	25%	40%	50%	63%	46%	42%	32%	33%	42%	43%	33%	40%	31%	43%	5%	35%
9	284	57	6	28	63	90	37	1	1	14	266	84	28	21	34	75	54	76	74	20	4	14	-	1	41
	14%	14%	12%	16%	14%	14%	12%	12%	7%	10%	14%	13%	14%	10%	15%	13%	17%	11%	15%	13%	7%	19%	-	7%	13%
8	328	49	7	30	81	102	57	1	2	27	300	87	19	31	37	97	53	115	75	17	7	14	1	1	45
	16%	12%	13%	17%	17%	16%	18%	15%	25%	19%	15%	14%	9%	15%	16%	16%	17%	17%	15%	12%	12%	19%	8%	14%	14%
7	214	37	2	15	48	67	42	1	-	20	193	52	6	21	25	71	33	62	50	19	11	6	1	2	31
	10%	9%	3%	8%	10%	10%	13%	13%	-	14%	10%	8%	3%	10%	11%	12%	10%	9%	10%	13%	18%	8%	7%	24%	10%
6	133	31	5	12	25	35	24	-	-	16	116	43	12	20	11	43	17	46	28	11	5	8	1	-	18
	6%	8%	9%	7%	5%	5%	7%	-	-	12%	6%	7%	6%	10%	5%	7%	5%	7%	6%	8%	9%	11%	11%	-	5%
5	163	33	4	24	33	47	20	-	-	9	154	17	4	6	7	60	32	43	29	16	5	3	1	1	32
	8%	8%	8%	13%	7%	7%	6%	-	-	6%	8%	3%	2%	3%	3%	10%	10%	6%	6%	11%	9%	4%	15%	17%	10%
4	31	7	5	4	5	11	-	-	-	6	26	12	2	6	4	9	5	9	7	3	1	2	-	-	5
	2%	2%	9%	2%	1%	2%	-	-	-	4%	1%	2%	1%	3%	2%	2%	2%	1%	2%	2%	2%	2%	-	-	1%
3	30	6	2	2	6	9	6	-	-	4	27	6	1	2	3	11	3	10	6	4	1	2	-	-	5
	1%	1%	3%	1%	1%	1%	2%	-	-	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	1%	2%	-	-	2%
2	24	2	-	8	4	6	3	-	-	4	19	4	1	2	1	8	3	10	2	1	-	1	-	1	5
	1%	1%	-	4%	1%	1%	1%	-	-	3%	1%	1%	1%	1%	*	1%	1%	2%	*	1%	-	1%	-	9%	2%
1	8	2	-	-	2	4	-	-	-	-	8	3	-	-	3	4	3	-	1	1	-	-	-	-	3
	*	1%	-	-	*	1%	-	-	-	-	*	-	-	1%	1%	1%	1%	-	*	1%	-	-	-	-	-
0 - strongly disagree	25	3	-	9	5	5	1	1	1	1	24	2	-	-	2	10	5	6	6	4	-	-	1	-	3
	1%	1%	-	5%	1%	1%	*	12%	12%	1%	1%	*	-	-	1%	2%	2%	1%	1%	3%	-	-	16%	-	1%
Don't know	43	17	*	-	10	15	1	-	-	5	37	11	2	2	7	19	3	7	4	2	1	2	-	2	22
	2%	4%	1%	-	2%	2%	*	-	-	3%	2%	2%	1%	1%	3%	3%	1%	1%	1%	1%	2%	3%	-	25%	7%
Agree (8-10)	1420	262	37	104	329	452	221	7	8	78	1334	491	178	145	169	359	211	476	360	85	35	50	4	2	198
	68%	65%	66%	58%	70%	69%	69%	75%	88%	55%	69%	77%	86%	71%	73%	60%	67%	71%	73%	59%	60%	69%	51%	26%	62%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 47

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - My internet connection was vital throughout the COVID pandemic

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1634 78%	299 75%	39 70%	119 67%	377 81%	519 80%	264 83%	8 88%	8 88%	98 69%	1527 79%	544 85%	184 89%	166 81%	194 84%	430 72%	243 77%	538 80%	410 83%	104 72%	45 78%	56 77%	4 58%	4 49%	228 71%
Neutral (4-6)	327 16%	71 18%	15 26%	40 22%	64 14%	93 14%	44 14%	- -	- -	31 22%	296 15%	73 11%	19 9%	32 16%	22 9%	113 19%	54 17%	99 15%	64 13%	29 20%	11 19%	12 17%	2 26%	1 17%	54 17%
Disagree (0-3)	87 4%	13 3%	2 3%	19 11%	17 4%	23 4%	10 3%	1 12%	1 12%	9 6%	79 4%	14 2%	3 1%	4 2%	8 3%	34 6%	15 5%	26 4%	15 3%	10 7%	1 1%	2 3%	1 16%	1 9%	16 5%
Disagree (0-2)	57 3%	8 2%	- -	17 10%	11 2%	14 2%	4 1%	1 12%	1 12%	5 4%	52 3%	8 1%	1 1%	2 1%	5 2%	23 4%	11 4%	16 2%	9 2%	7 5%	- -	1 1%	1 16%	1 9%	11 3%
Mean	8.13	8.16	7.97	7.23	8.23	8.22	8.27	7.95	8.25	7.53	8.16	8.63	9.07	8.40	8.44	7.76	7.94	8.25	8.36	7.66	8.12	8.14	6.87	6.53	7.94
Standard deviation	2.19	2.15	2.30	2.79	2.11	2.11	1.92	3.37	3.34	2.22	2.18	1.88	1.60	1.91	2.01	2.34	2.28	2.10	2.05	2.51	1.91	1.92	3.77	2.39	2.32
Standard error	0.05	0.10	0.31	0.22	0.10	0.09	0.11	1.12	1.01	0.20	0.05	0.08	0.11	0.14	0.14	0.10	0.13	0.08	0.09	0.21	0.27	0.23	1.14	0.90	0.13

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 48

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

	Gender		Age					Social Grade				Region													
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	267 13%	114 11%	151 14%	34 15%	52 14%	55 16%	43 12%	40 13%	43 9%	81 15%	85 14%	50 11%	51 10%	22 13%	12 14%	29 12%	22 13%	20 11%	11 7%	11 11%	25 13%	34 12%	40 14%	33 18%	9 16%
9	145 7%	73 7%	72 7%	12 5%	26 7%	21 6%	28 8%	29 9%	29 6%	36 7%	36 6%	40 9%	32 6%	13 8%	3 4%	15 6%	10 6%	14 8%	13 9%	6 6%	13 7%	22 8%	14 5%	12 7%	11 18%
8	267 13%	123 12%	143 13%	41 18%	43 12%	61 18%	45 12%	33 10%	44 9%	82 15%	73 12%	52 12%	59 12%	21 12%	13 16%	27 12%	22 13%	25 14%	16 11%	15 15%	18 9%	39 14%	36 13%	25 14%	11 18%
7	221 11%	110 11%	111 10%	31 14%	48 13%	31 9%	38 10%	31 10%	42 9%	74 13%	56 9%	41 9%	49 10%	19 11%	11 13%	27 12%	23 13%	23 13%	14 9%	13 14%	19 10%	25 9%	35 12%	9 5%	3 5%
6	189 9%	91 9%	97 9%	22 10%	42 12%	32 10%	25 7%	23 7%	44 9%	48 9%	62 10%	40 9%	39 8%	15 8%	8 9%	25 11%	11 6%	16 9%	23 15%	4 4%	21 11%	24 9%	26 9%	13 7%	5 8%
5	284 14%	161 16%	122 11%	26 12%	43 12%	35 11%	47 13%	57 18%	75 15%	75 14%	53 13%	77 12%	77 15%	31 17%	5 6%	34 15%	25 15%	26 14%	22 15%	16 17%	21 11%	29 11%	40 14%	27 15%	7 13%
4	57 3%	35 3%	23 2%	11 5%	11 3%	3 1%	12 3%	9 3%	12 3%	17 3%	13 2%	12 3%	16 3%	7 4%	2 2%	5 2%	4 2%	3 1%	6 4%	3 3%	8 4%	7 3%	9 3%	5 3%	-
3	45 2%	17 2%	28 3%	3 1%	9 2%	6 2%	12 3%	6 2%	9 2%	12 2%	8 2%	8 2%	13 3%	2 1%	3 4%	1 *	5 3%	3 1%	4 2%	2 2%	8 4%	5 2%	7 2%	6 3%	-
2	35 2%	20 2%	15 1%	2 1%	4 1%	7 2%	7 2%	4 1%	11 2%	5 1%	12 2%	8 2%	10 2%	2 1%	2 2%	5 2%	2 1%	4 2%	4 2%	1 1%	3 1%	6 2%	5 2%	1 1%	-
1	24 1%	15 1%	9 1%	1 *	3 1%	2 1%	5 1%	1 *	11 2%	10 2%	3 *	2 1%	9 2%	4 2%	1 1%	1 1%	3 2%	-	4 3%	-	5 2%	2 1%	3 1%	1 1%	-
0 - strongly disagree	56 3%	44 4%	12 1%	* *	6 2%	7 2%	12 3%	12 4%	19 4%	10 2%	14 2%	17 4%	15 3%	3 2%	2 3%	4 2%	4 3%	8 4%	4 3%	3 3%	10 5%	5 2%	6 2%	4 2%	3 4%
Don't know	500 24%	217 21%	283 26%	43 19%	73 20%	72 22%	90 25%	74 23%	148 30%	99 18%	159 26%	114 26%	129 26%	39 22%	22 26%	60 26%	43 25%	39 22%	31 20%	24 24%	43 22%	77 28%	66 23%	44 25%	10 18%
Agree (8-10)	679 32%	310 30%	367 34%	87 38%	120 33%	137 41%	116 32%	102 32%	117 24%	199 36%	194 32%	143 33%	142 29%	56 32%	29 34%	70 30%	53 31%	58 32%	40 27%	32 32%	56 29%	95 34%	89 31%	69 39%	30 52%

Openreach Consumer Poll
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Absolutes/col percents

Table 48

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern London	South East	South West	North-ern Ire-land	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 900 43%	420 41%	478 45%	118 52%	168 47%	168 50%	154 42%	133 42%	159 33%	273 50%	251 42%	184 42%	191 38%	75 42%	40 47%	97 42%	76 44%	82 45%	54 36%	45 46%	76 39%	120 43%	123 43%	79 44%	34 57%
Neutral	(4-6) 530 25%	286 28%	241 23%	59 26%	96 27%	71 21%	84 23%	89 28%	132 27%	140 25%	153 25%	105 24%	132 26%	52 29%	15 17%	64 27%	40 23%	45 25%	51 34%	23 23%	50 26%	60 22%	75 26%	44 25%	12 21%
Disagree	(0-3) 161 8%	97 9%	64 6%	6 3%	22 6%	22 7%	36 10%	24 7%	50 10%	37 7%	41 7%	36 8%	47 9%	11 6%	8 10%	11 5%	14 8%	14 8%	16 10%	6 6%	25 13%	19 7%	21 7%	12 7%	3 4%
Disagree	(0-2) 116 6%	79 8%	36 3%	3 1%	13 4%	16 5%	24 7%	17 5%	41 8%	25 5%	29 5%	27 6%	34 7%	9 5%	5 6%	10 4%	10 5%	12 6%	12 8%	4 4%	17 9%	14 5%	14 5%	6 4%	3 4%
Mean	6.71	6.41	7.01	7.16	6.91	7.13	6.55	6.63	6.15	6.87	6.82	6.68	6.40	6.66	6.82	6.83	6.65	6.66	6.20	6.70	6.28	6.90	6.71	7.01	7.46
Standard deviation	2.53	2.66	2.35	2.05	2.35	2.43	2.67	2.60	2.72	2.42	2.49	2.64	2.60	2.46	2.63	2.33	2.55	2.54	2.52	2.44	2.87	2.47	2.47	2.58	2.47
Standard error	0.06	0.09	0.09	0.15	0.14	0.15	0.16	0.16	0.15	0.12	0.12	0.14	0.14	0.21	0.33	0.18	0.22	0.21	0.23	0.28	0.23	0.17	0.17	0.23	0.34

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 49

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	267 13%	179 13%	82 13%	219 13%	49 12%	179 14%	155 14%	24 19%	16 10%	8 10%	49 10%	15 14%	
9	145 7%	95 7%	47 7%	116 7%	29 7%	94 8%	85 8%	9 7%	12 7%	7 8%	27 5%	5 5%	
8	267 13%	180 13%	85 13%	217 13%	50 12%	183 15%	167 15%	17 14%	10 6%	13 15%	47 9%	13 13%	
7	221 11%	135 10%	82 13%	176 10%	45 11%	145 12%	135 12%	10 8%	14 8%	13 15%	41 8%	8 8%	
6	189 9%	131 9%	54 8%	152 9%	37 9%	114 9%	108 10%	6 5%	8 5%	9 10%	48 10%	11 10%	
5	284 14%	192 14%	88 14%	210 13%	74 18%	141 11%	122 11%	19 15%	28 17%	13 14%	84 17%	19 18%	
4	57 3%	45 3%	12 2%	47 3%	11 3%	36 3%	32 3%	4 3%	6 4%	2 3%	10 2%	3 3%	
3	45 2%	35 2%	11 2%	27 2%	18 4%	26 2%	23 2%	3 3%	6 4%	1 1%	7 1%	6 5%	
2	35 2%	28 2%	7 1%	28 2%	7 2%	19 2%	18 2%	1 1%	2 1%	1 1%	12 2%	1 1%	
1	24 1%	22 2%	2 *	21 1%	3 1%	10 1%	9 1%	1 1%	1 1%	1 1%	11 2%	1 1%	
0 - strongly disagree	56 3%	45 3%	11 2%	44 3%	13 3%	29 2%	26 2%	3 3%	7 4%	-	19 4%	2 2%	
Don't know	500 24%	333 23%	159 25%	420 25%	80 19%	262 21%	235 21%	27 22%	54 33%	19 22%	143 29%	22 21%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 49

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

		Property ownership		Urban/rural		Working status							House person housewife, househusband .etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Agree	(8-10)	679 32%	454 32%	214 33%	551 33%	128 31%	456 37%	407 36%	49 40%	38 23%	29 33%	123 25%	33 31%
Agree	(7-10)	900 43%	589 42%	296 46%	727 43%	173 42%	600 49%	541 49%	59 48%	52 32%	42 48%	164 33%	42 39%
Neutral	(4-6)	530 25%	367 26%	154 24%	409 24%	121 29%	290 23%	261 23%	29 24%	41 25%	24 28%	142 28%	33 31%
Disagree	(0-3)	161 8%	129 9%	30 5%	120 7%	41 10%	84 7%	77 7%	8 6%	16 10%	2 3%	49 10%	9 9%
Disagree	(0-2)	116 6%	94 7%	20 3%	93 6%	22 5%	58 5%	53 5%	5 4%	10 6%	1 2%	42 8%	4 4%
Mean		6.71	6.57	6.98	6.77	6.48	6.94	6.92	7.07	6.22	6.99	6.19	6.58
Standard deviation		2.53	2.63	2.27	2.53	2.52	2.45	2.43	2.59	2.76	1.95	2.70	2.46
Standard error		0.06	0.09	0.09	0.07	0.14	0.08	0.08	0.26	0.24	0.21	0.15	0.25

Openreach Consumer Poll
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Absolutes/col percents

Table 50

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	267	45	12	20	58	92	38	1	-	18	247	122	45	45	33	57	43	82	72	22	6	12	1	-	30
	13%	11%	22%	11%	12%	14%	12%	9%	-	13%	13%	19%	22%	22%	14%	10%	14%	12%	15%	15%	10%	16%	12%	-	9%
9	145	27	-	9	34	49	26	-	-	6	137	59	18	22	19	35	26	52	41	6	5	8	-	-	6
	7%	7%	-	5%	7%	7%	8%	-	-	4%	7%	9%	8%	11%	8%	6%	8%	8%	8%	4%	8%	11%	-	-	2%
8	267	54	5	18	57	83	47	1	-	21	245	101	29	35	38	82	34	90	63	19	14	13	1	-	34
	13%	14%	10%	10%	12%	13%	15%	11%	-	15%	13%	16%	14%	17%	16%	14%	11%	13%	13%	13%	24%	18%	8%	-	10%
7	221	45	6	28	44	61	36	-	1	19	202	75	18	28	29	69	36	69	59	13	9	7	-	2	26
	11%	11%	12%	16%	9%	9%	11%	-	15%	13%	10%	12%	9%	14%	13%	12%	11%	10%	12%	9%	15%	9%	-	28%	8%
6	189	26	7	15	47	64	29	-	1	13	174	59	14	25	20	54	27	59	48	20	6	4	*	-	25
	9%	7%	12%	8%	10%	10%	9%	-	15%	9%	9%	9%	7%	12%	9%	9%	9%	9%	10%	14%	11%	5%	4%	-	8%
5	284	53	9	37	57	78	43	6	-	18	264	63	24	8	30	78	45	92	66	20	6	10	3	2	39
	14%	13%	16%	21%	12%	12%	14%	59%	-	13%	14%	10%	12%	4%	13%	13%	14%	14%	13%	14%	11%	14%	33%	24%	12%
4	57	11	4	2	13	20	7	-	1	9	49	19	8	2	9	17	12	23	10	4	*	3	-	1	3
	3%	3%	7%	1%	3%	3%	2%	-	13%	6%	3%	3%	4%	1%	4%	3%	4%	3%	2%	3%	1%	5%	-	7%	1%
3	45	9	-	4	11	15	6	-	-	2	43	13	5	1	7	13	10	11	7	2	-	1	-	-	14
	2%	2%	-	2%	2%	2%	2%	-	-	1%	2%	2%	3%	1%	3%	2%	3%	2%	1%	2%	-	2%	-	-	4%
2	35	6	-	3	8	10	8	-	-	8	28	9	2	5	2	10	5	16	4	4	-	-	1	-	4
	2%	1%	-	2%	2%	1%	3%	-	-	5%	1%	1%	1%	2%	1%	2%	2%	2%	1%	3%	-	-	12%	-	1%
1	24	5	-	3	6	7	4	-	-	1	23	4	-	1	3	6	3	6	9	3	-	-	-	-	3
	1%	1%	-	2%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	2%	-	-	-	-	1%
0 - strongly disagree	56	4	1	6	12	25	9	-	-	3	53	11	6	1	3	18	11	23	11	3	-	1	-	-	7
	3%	1%	2%	3%	3%	4%	3%	-	-	2%	3%	2%	3%	*	1%	3%	4%	4%	2%	2%	-	2%	-	-	2%
Don't know	500	117	11	34	120	148	64	2	5	24	474	107	39	30	37	155	63	145	103	30	11	13	2	3	129
	24%	29%	19%	19%	26%	23%	20%	21%	57%	17%	24%	17%	19%	15%	16%	26%	20%	22%	21%	20%	20%	18%	31%	41%	40%
Agree (8-10)	679	127	18	47	150	224	112	2	-	45	629	282	91	102	90	173	103	224	176	46	25	33	2	-	70
	32%	32%	32%	26%	32%	34%	35%	20%	-	32%	32%	44%	44%	50%	39%	29%	33%	33%	36%	32%	43%	46%	20%	-	22%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 50

Q6. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the UK's broadband network? - Better connectivity will help me to reduce my own carbon footprint

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	900 43%	172 43%	24 44%	75 42%	194 41%	285 44%	147 46%	2 20%	1 15%	64 45%	831 43%	358 56%	109 52%	130 64%	119 52%	242 41%	139 44%	293 44%	235 48%	60 41%	34 57%	40 55%	2 20%	2 28%	96 30%
Neutral (4-6)	530 25%	90 23%	19 35%	54 30%	117 25%	162 25%	80 25%	6 59%	2 28%	40 28%	487 25%	141 22%	45 22%	35 17%	60 26%	150 25%	84 27%	174 26%	124 25%	44 30%	13 23%	17 24%	3 37%	2 31%	67 21%
Disagree (0-3)	161 8%	22 6%	1 2%	16 9%	38 8%	56 9%	27 9%	-	-	14 10%	147 8%	36 6%	14 7%	8 4%	14 6%	48 8%	29 9%	57 8%	31 6%	12 8%	-	3 4%	1 12%	-	28 9%
Disagree (0-2)	116 6%	14 3%	1 2%	12 7%	26 6%	41 6%	21 7%	-	-	12 8%	104 5%	23 4%	9 4%	7 3%	8 3%	35 6%	19 6%	46 7%	24 5%	10 7%	-	1 2%	1 12%	-	15 5%
Mean	6.71	6.88	6.96	6.37	6.70	6.71	6.71	5.99	5.73	6.48	6.72	7.28	7.21	7.71	6.96	6.52	6.61	6.62	6.92	6.63	7.44	7.26	5.74	5.83	6.37
Standard deviation	2.53	2.31	2.41	2.50	2.56	2.66	2.53	1.90	1.44	2.54	2.53	2.35	2.60	2.06	2.33	2.50	2.64	2.60	2.46	2.52	1.58	2.29	2.80	1.31	2.56
Standard error	0.06	0.13	0.36	0.22	0.14	0.12	0.16	0.72	0.64	0.25	0.07	0.10	0.20	0.16	0.17	0.12	0.17	0.12	0.13	0.23	0.24	0.30	0.99	0.59	0.18

Openreach Consumer Poll
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Absolutes/col percents

Table 51

Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements

Summary**Base: All respondents**

		I would not have been able to work as easily without my broadband connection	I would have had less contact with friends and family without a reliable broadband connection	I would have been less able to relax or have fun without a reliable broadband connection	My quality of life would have been severely diminished without a reliable broadband connection
Unweighted base		2091	2091	2091	2091
Weighted base		2091	2091	2091	2091
NET: Agree		1041 50%	1566 75%	1484 71%	1376 66%
Strongly agree	(+2)	623 30%	812 39%	682 33%	597 29%
Agree	(+1)	418 20%	754 36%	802 38%	779 37%
Neutral	(0)	699 33%	326 16%	424 20%	475 23%
Disagree	(-1)	128 6%	129 6%	116 6%	168 8%
Strongly disagree	(-2)	223 11%	70 3%	66 3%	72 3%
NET: Disagree		351 17%	199 10%	182 9%	240 11%
Mean		0.52	1.01	0.92	0.79
Standard deviation		1.27	1.05	1.01	1.05
Standard error		0.03	0.02	0.02	0.02

Openreach Consumer Poll
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Absolutes/col percents

Table 52
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would not have been able to work as easily without my broadband connection
Base: All respondents

	Gender			Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
NET: Agree	1041	518	520	172	250	203	189	122	105	350	357	181	153	80	42	119	96	94	68	50	91	155	135	81	31	
	50%	51%	49%	76%	70%	61%	52%	38%	21%	64%	59%	41%	31%	45%	49%	51%	55%	52%	45%	51%	47%	56%	48%	45%	52%	
Strongly agree	(+2)	623	289	333	108	153	122	119	78	43	238	234	96	56	46	26	68	62	52	39	26	58	85	93	51	18
		30%	28%	31%	48%	43%	37%	33%	25%	9%	43%	39%	22%	11%	26%	30%	29%	36%	29%	26%	30%	31%	33%	28%	30%	
Agree	(+1)	418	229	187	64	97	82	70	43	62	113	123	85	97	34	16	52	34	42	29	24	32	70	42	30	13
		20%	22%	18%	28%	27%	25%	19%	14%	13%	20%	20%	19%	19%	19%	22%	20%	23%	19%	25%	17%	25%	15%	17%	22%	
Neutral	(0)	699	313	383	35	79	88	97	132	268	148	187	157	207	59	29	75	56	61	26	68	87	102	67	14	
		33%	31%	36%	15%	22%	27%	27%	41%	55%	27%	31%	36%	42%	33%	34%	32%	33%	34%	37%	27%	35%	31%	36%	37%	25%
Disagree	(-1)	128	65	63	8	12	17	30	22	41	27	21	32	47	14	6	15	4	6	11	8	14	13	21	11	4
		6%	6%	6%	3%	3%	5%	8%	7%	8%	5%	3%	7%	9%	8%	7%	6%	3%	4%	7%	8%	7%	5%	7%	6%	8%
Strongly disagree	(-2)	223	123	100	12	19	25	49	44	75	25	39	68	91	25	9	23	17	19	16	14	22	22	26	22	9
		11%	12%	9%	5%	5%	7%	13%	14%	15%	5%	6%	15%	18%	14%	10%	10%	10%	11%	11%	14%	11%	8%	9%	12%	15%
NET: Disagree		351	188	163	19	30	41	79	66	116	52	60	100	139	39	15	38	21	25	27	22	36	34	47	33	14
		17%	18%	15%	8%	8%	12%	22%	21%	24%	9%	10%	23%	28%	22%	17%	16%	12%	14%	18%	22%	19%	12%	16%	18%	23%
Mean		0.52	0.49	0.55	1.10	0.99	0.78	0.49	0.28	-0.09	0.93	0.81	0.25	-0.04	0.35	0.51	0.54	0.69	0.56	0.43	0.41	0.46	0.67	0.54	0.43	0.44
Standard deviation		1.27	1.29	1.25	1.10	1.12	1.20	1.37	1.29	1.08	1.14	1.18	1.31	1.21	1.33	1.27	1.25	1.25	1.24	1.25	1.34	1.30	1.19	1.27	1.29	1.40
Standard error		0.03	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.05	0.05	0.05	0.06	0.05	0.10	0.14	0.08	0.09	0.09	0.10	0.13	0.09	0.07	0.08	0.10	0.17

Openreach Consumer Poll
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Absolutes/col percents

Table 53

Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements I would not have been able to work as easily without my broadband connection

Base: All respondents

	Total	Property ownership		Urban/rural		Working status							House person housewife, househusband etc.
		Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
NET: Agree	1041 50%	688 49%	334 52%	846 50%	195 47%	798 65%	715 64%	83 68%	45 27%	72 81%	93 19%	33 32%	
Strongly agree	(+2) 623 30%	419 30%	190 30%	505 30%	118 29%	514 42%	456 41%	58 47%	23 14%	42 47%	29 6%	16 16%	
Agree	(+1) 418 20%	269 19%	143 22%	341 20%	77 18%	284 23%	259 23%	25 21%	22 14%	30 34%	64 13%	17 16%	
Neutral	(0) 699 33%	491 35%	200 31%	564 34%	135 33%	241 19%	221 20%	20 16%	93 57%	13 15%	293 59%	59 55%	
Disagree	(-1) 128 6%	87 6%	39 6%	91 5%	37 9%	78 6%	69 6%	9 7%	9 5%	1 2%	34 7%	6 6%	
Strongly disagree	(-2) 223 11%	152 11%	67 10%	175 10%	47 11%	120 10%	109 10%	10 8%	16 10%	2 2%	78 16%	8 7%	
NET: Disagree	351 17%	239 17%	106 17%	266 16%	85 20%	198 16%	178 16%	19 16%	25 15%	3 4%	111 22%	14 13%	
Mean	0.52	0.50	0.55	0.54	0.44	0.80	0.79	0.91	0.16	1.23	-0.13	0.26	
Standard deviation	1.27	1.27	1.26	1.26	1.30	1.30	1.30	1.30	1.06	0.92	1.02	1.04	
Standard error	0.03	0.04	0.04	0.03	0.07	0.04	0.04	0.11	0.08	0.09	0.05	0.09	

Openreach Consumer Poll

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Absolutes/col percents

Table 54
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would not have been able to work as easily without my broadband connection
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Agree	1041	226	33	63	216	330	168	1	3	94	941	567	187	186	194	231	146	330	265	82	33	40	2	1	141
	50%	56%	59%	35%	46%	51%	53%	13%	33%	67%	49%	88%	90%	91%	84%	39%	46%	49%	54%	56%	56%	55%	28%	12%	44%
Strongly agree	(+2) 623	136	15	28	135	211	96	-	2	47	574	420	162	126	131	94	98	199	167	43	12	17	2	1	84
	30%	34%	27%	16%	29%	32%	30%	-	20%	33%	30%	65%	78%	62%	57%	16%	31%	30%	34%	30%	20%	23%	24%	12%	26%
Agree	(+1) 418	90	18	35	81	119	72	1	1	47	368	148	25	60	63	137	48	131	99	39	21	23	*	-	58
	20%	23%	32%	20%	17%	18%	23%	13%	13%	33%	19%	23%	12%	29%	27%	23%	15%	20%	20%	27%	36%	32%	4%	-	18%
Neutral	(0) 699	110	18	59	165	224	114	6	4	31	663	51	16	12	23	190	107	226	154	38	21	19	4	6	123
	33%	27%	32%	33%	35%	34%	36%	62%	40%	22%	34%	8%	8%	6%	10%	32%	34%	34%	31%	26%	36%	26%	56%	82%	38%
Disagree	(-1) 128	20	4	19	40	30	14	-	1	7	121	13	2	4	7	65	22	43	31	10	3	5	-	-	15
	6%	5%	7%	11%	9%	5%	5%	-	8%	5%	6%	2%	1%	2%	3%	11%	7%	6%	6%	7%	5%	7%	-	-	5%
Strongly disagree	(-2) 223	45	1	38	46	66	22	2	2	9	214	11	3	1	7	109	39	71	44	16	2	9	1	*	41
	11%	11%	3%	21%	10%	10%	7%	25%	19%	6%	11%	2%	1%	1%	3%	18%	12%	11%	9%	11%	3%	12%	16%	6%	13%
NET: Disagree	351	65	5	57	86	96	36	2	2	16	335	23	5	6	13	174	61	114	74	26	5	14	1	*	56
	17%	16%	9%	32%	18%	15%	11%	25%	27%	11%	17%	4%	2%	3%	6%	29%	19%	17%	15%	18%	8%	19%	16%	6%	17%
Mean	0.52	0.63	0.74	-0.02	0.47	0.58	0.65	-0.38	0.07	0.83	0.50	1.48	1.65	1.50	1.32	0.07	0.46	0.52	0.63	0.58	0.65	0.48	0.21	0.11	0.40
Standard deviation	1.27	1.30	1.02	1.34	1.26	1.26	1.16	1.05	1.40	1.14	1.28	0.85	0.77	0.76	0.97	1.31	1.33	1.27	1.25	1.28	0.97	1.26	1.35	0.91	1.28
Standard error	0.03	0.06	0.14	0.10	0.06	0.05	0.07	0.35	0.42	0.10	0.03	0.03	0.05	0.06	0.06	0.05	0.08	0.05	0.06	0.11	0.13	0.15	0.41	0.30	0.07

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Absolutes/col percents

Table 55
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would have had less contact with friends and family without a reliable broadband connection
Base: All respondents

	Gender			Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
NET: Agree	1566	714	849	171	270	261	281	223	361	447	475	306	338	139	62	169	139	127	115	78	149	206	208	125	49	
	75%	70%	80%	75%	75%	78%	77%	70%	74%	81%	79%	70%	68%	78%	72%	73%	80%	71%	76%	79%	77%	75%	73%	70%	84%	
Strongly agree	(+2)	812	313	498	107	175	127	119	116	169	251	258	149	153	67	35	78	80	68	57	44	79	106	103	66	28
		39%	31%	47%	47%	49%	38%	33%	36%	35%	46%	43%	34%	31%	38%	41%	34%	46%	38%	44%	41%	38%	36%	37%	48%	
Agree	(+1)	754	401	352	64	95	134	162	107	192	196	217	157	185	72	26	91	59	59	58	35	70	100	105	59	21
		36%	39%	33%	28%	27%	40%	44%	33%	39%	36%	36%	36%	37%	40%	31%	39%	34%	33%	38%	35%	36%	36%	37%	33%	36%
Neutral	(0)	326	182	142	49	70	42	53	47	66	70	87	74	96	20	18	35	19	33	27	12	31	44	48	34	4
		16%	18%	13%	22%	19%	13%	14%	15%	14%	13%	14%	17%	19%	11%	22%	15%	11%	18%	18%	12%	16%	16%	17%	19%	7%
Disagree	(-1)	129	80	49	5	13	22	17	32	38	27	29	31	41	12	2	22	9	12	6	5	10	14	15	17	4
		6%	8%	5%	2%	4%	7%	5%	10%	8%	5%	5%	7%	8%	7%	3%	10%	5%	7%	4%	5%	5%	5%	10%	7%	
Strongly disagree	(-2)	70	44	26	1	6	8	13	18	23	7	13	27	24	6	3	6	7	8	3	4	11	14	4	2	
		3%	4%	2%	*	2%	2%	4%	6%	5%	1%	2%	6%	5%	4%	4%	3%	4%	4%	2%	3%	2%	4%	5%	2%	3%
NET: Disagree		199	123	75	6	20	30	31	50	62	33	42	58	65	19	6	29	15	20	9	8	14	25	28	21	5
		10%	12%	7%	3%	5%	9%	8%	16%	13%	6%	7%	13%	13%	11%	7%	12%	9%	11%	6%	8%	7%	9%	10%	12%	9%
Mean		1.01	0.84	1.17	1.19	1.17	1.05	0.98	0.85	0.91	1.20	1.12	0.84	0.81	1.02	1.03	0.91	1.13	0.94	1.07	1.13	1.08	1.00	0.95	0.92	1.19
Standard deviation		1.05	1.08	0.99	0.89	0.98	1.00	1.00	1.18	1.10	0.92	0.97	1.16	1.11	1.05	1.04	1.05	1.05	1.10	0.94	1.02	0.98	1.06	1.08	1.07	1.02
Standard error		0.02	0.03	0.03	0.06	0.05	0.06	0.05	0.06	0.05	0.04	0.04	0.05	0.05	0.08	0.11	0.07	0.08	0.08	0.08	0.10	0.07	0.06	0.06	0.08	0.13

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Absolutes/col percents

Table 56

Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would have had less contact with friends and family without a reliable broadband connection

Base: All respondents

	Total	Property ownership		Urban/rural		Working status							House person housewife, househusband etc.
		Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
NET: Agree	1566 75%	1056 74%	483 75%	1261 75%	305 74%	921 74%	836 75%	85 69%	123 75%	70 79%	368 74%	85 80%	
Strongly agree (+2)	812 39%	547 39%	249 39%	659 39%	153 37%	495 40%	446 40%	49 40%	57 35%	38 44%	171 34%	51 48%	
Agree (+1)	754 36%	510 36%	234 37%	602 36%	152 37%	426 34%	390 35%	36 29%	66 41%	32 36%	196 39%	34 32%	
Neutral (0)	326 16%	220 15%	102 16%	258 15%	68 16%	204 17%	181 16%	24 19%	25 15%	16 19%	66 13%	15 14%	
Disagree (-1)	129 6%	95 7%	33 5%	102 6%	27 7%	73 6%	63 6%	10 8%	10 6%	2 2%	39 8%	5 4%	
Strongly disagree (-2)	70 3%	48 3%	22 3%	56 3%	14 3%	39 3%	35 3%	4 3%	5 3%	- -	25 5%	1 1%	
NET: Disagree	199 10%	143 10%	55 9%	157 9%	41 10%	112 9%	98 9%	14 11%	15 9%	2 2%	64 13%	6 6%	
Mean	1.01	1.00	1.02	1.02	0.97	1.02	1.03	0.95	0.98	1.21	0.91	1.20	
Standard deviation	1.05	1.05	1.03	1.04	1.05	1.04	1.03	1.10	1.02	0.81	1.11	0.94	
Standard error	0.02	0.03	0.04	0.03	0.05	0.03	0.03	0.09	0.07	0.08	0.05	0.09	

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Absolutes/col percents

Table 57
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would have had less contact with friends and family without a reliable broadband connection
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other			
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
NET: Agree	1566	301	42	124	364	481	237	8	8	106	1451	507	172	155	180	414	228	513	389	115	45	44	5	4	223	
	75%	75%	76%	70%	78%	74%	74%	88%	93%	75%	75%	79%	83%	76%	78%	70%	73%	77%	79%	79%	77%	61%	69%	49%	70%	
Strongly agree	(+2)	812	156	25	56	180	263	124	4	6	62	747	302	119	91	93	193	115	271	217	53	20	21	3	1	111
		39%	39%	45%	31%	38%	40%	39%	39%	63%	44%	39%	47%	57%	45%	40%	32%	37%	40%	44%	37%	35%	29%	40%	7%	35%
Agree	(+1)	754	145	17	68	184	218	114	5	3	44	704	204	53	64	87	221	113	242	172	61	25	23	2	3	112
		36%	36%	31%	38%	39%	34%	36%	48%	30%	31%	36%	32%	26%	32%	38%	37%	36%	36%	35%	42%	42%	32%	30%	42%	35%
Neutral	(0)	326	66	12	20	68	110	50	-	-	22	302	99	31	34	34	105	47	95	60	19	14	17	1	3	71
		16%	16%	21%	11%	15%	17%	16%	-	-	16%	16%	15%	15%	17%	15%	18%	15%	14%	12%	13%	23%	23%	15%	42%	22%
Disagree	(-1)	129	23	2	20	19	38	27	-	-	12	117	30	4	11	16	43	24	42	31	7	-	8	-	-	17
		6%	6%	3%	11%	4%	6%	8%	-	-	8%	6%	5%	2%	5%	7%	7%	7%	6%	6%	5%	-	11%	-	-	5%
Strongly disagree	(-2)	70	12	-	14	17	21	5	1	1	69	5	1	4	1	33	16	20	14	5	-	4	1	1	10	
		3%	3%	-	8%	4%	3%	1%	12%	7%	1%	1%	1%	2%	*	6%	5%	3%	3%	3%	-	5%	16%	9%	3%	
NET: Disagree		199	34	2	34	36	59	32	1	1	13	186	36	5	14	16	76	39	62	46	12	-	12	1	1	27
		10%	9%	3%	19%	8%	9%	10%	12%	7%	9%	10%	6%	2%	7%	7%	13%	12%	9%	9%	8%	-	16%	16%	9%	8%
Mean		1.01	1.02	1.17	0.74	1.05	1.02	1.02	1.43	1.09	1.00	1.00	1.20	1.37	1.12	1.11	0.84	0.92	1.05	1.10	1.04	1.11	0.68	0.77	0.39	0.93
Standard deviation		1.05	1.02	0.88	1.24	1.01	1.05	1.01	1.30	1.09	1.00	1.05	0.92	0.84	0.99	0.92	1.13	1.12	1.03	1.03	1.00	0.76	1.16	1.48	1.02	1.03
Standard error		0.02	0.05	0.12	0.10	0.05	0.04	0.06	0.43	0.33	0.09	0.02	0.04	0.06	0.07	0.06	0.05	0.06	0.04	0.05	0.08	0.10	0.14	0.45	0.34	0.05

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Absolutes/col percents

Table 58
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
I would have been less able to relax or have fun without a reliable broadband connection
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Agree	1484	710	773	174	274	255	276	204	301	429	433	295	327	137	62	155	129	126	109	63	142	194	199	125	44
	71%	70%	72%	77%	76%	77%	76%	64%	62%	78%	72%	67%	66%	77%	72%	67%	74%	70%	72%	64%	73%	70%	70%	70%	75%
Strongly agree	(+2) 682	300	381	97	151	125	125	86	97	201	212	138	132	57	30	63	63	63	49	26	71	96	77	62	25
	33%	29%	36%	43%	42%	38%	34%	27%	20%	36%	35%	32%	26%	32%	35%	27%	36%	35%	33%	26%	36%	35%	27%	35%	44%
Agree	(+1) 802	410	391	77	123	130	150	118	204	229	221	157	195	81	32	92	66	63	60	37	72	98	121	63	18
	38%	40%	37%	34%	34%	39%	41%	37%	42%	42%	37%	36%	39%	45%	37%	40%	38%	35%	40%	38%	37%	35%	43%	35%	31%
Neutral	(0) 424	214	207	43	67	58	66	72	118	85	124	94	121	31	18	51	33	35	30	26	34	58	57	41	10
	20%	21%	19%	19%	19%	18%	18%	23%	24%	16%	21%	21%	24%	17%	21%	22%	19%	20%	20%	26%	18%	21%	20%	23%	17%
Disagree	(-1) 116	58	58	6	12	15	13	27	43	20	31	31	34	6	5	19	5	13	10	5	14	12	16	9	2
	6%	6%	5%	3%	3%	5%	4%	8%	9%	4%	5%	7%	7%	3%	6%	8%	3%	7%	6%	4%	7%	4%	6%	5%	4%
Strongly disagree	(-2) 66	37	29	3	6	4	9	16	27	16	15	18	17	4	*	8	6	5	2	4	4	13	13	4	2
	3%	4%	3%	1%	2%	1%	3%	5%	6%	3%	3%	4%	3%	2%	1%	3%	3%	3%	1%	4%	2%	5%	5%	2%	4%
NET: Disagree	182	95	87	9	18	19	23	43	70	36	46	49	51	10	5	26	11	19	12	10	18	25	29	14	5
	9%	9%	8%	4%	5%	6%	6%	13%	14%	7%	8%	11%	10%	5%	6%	11%	6%	10%	8%	10%	9%	9%	10%	8%	8%
Mean	0.92	0.86	0.97	1.15	1.11	1.07	1.01	0.72	0.62	1.05	0.97	0.84	0.78	1.02	1.00	0.79	1.01	0.92	0.96	0.76	0.98	0.92	0.82	0.94	1.07
Standard deviation	1.01	1.02	1.01	0.91	0.94	0.92	0.95	1.10	1.07	0.96	1.00	1.08	1.02	0.91	0.93	1.04	1.00	1.05	0.95	1.04	1.01	1.07	1.04	1.00	1.06
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.06	0.05	0.04	0.04	0.05	0.05	0.07	0.10	0.07	0.08	0.08	0.08	0.10	0.07	0.06	0.06	0.08	0.13

Openreach Consumer Poll
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Absolutes/col percents

Table 59

Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements I would have been less able to relax or have fun without a reliable broadband connection

Base: All respondents

	Total	Property ownership		Urban/rural		Working status							House person housewife, househusband etc.
		Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
NET: Agree	1484 71%	999 70%	460 72%	1198 71%	286 69%	908 73%	825 74%	83 67%	114 70%	68 77%	313 63%	81 76%	
Strongly agree	(+2) 682 33%	422 30%	240 38%	564 34%	119 29%	438 35%	396 36%	42 34%	59 36%	39 44%	102 20%	45 42%	
Agree	(+1) 802 38%	577 41%	220 34%	634 38%	168 40%	470 38%	429 39%	41 33%	55 34%	29 33%	212 43%	36 34%	
Neutral	(0) 424 20%	289 20%	130 20%	333 20%	92 22%	234 19%	209 19%	26 21%	37 23%	16 18%	116 23%	21 20%	
Disagree	(-1) 116 6%	81 6%	34 5%	93 6%	23 6%	56 5%	46 4%	10 8%	9 5%	3 4%	45 9%	3 3%	
Strongly disagree	(-2) 66 3%	50 4%	15 2%	52 3%	14 3%	38 3%	34 3%	4 3%	2 1%	*	24 5%	1 1%	
NET: Disagree	182 9%	131 9%	50 8%	146 9%	37 9%	95 8%	80 7%	14 12%	11 7%	4 4%	68 14%	4 4%	
Mean	0.92	0.87	0.99	0.93	0.86	0.98	0.99	0.87	0.98	1.17	0.65	1.13	
Standard deviation	1.01	1.02	1.01	1.02	1.00	1.00	0.99	1.08	0.97	0.90	1.05	0.92	
Standard error	0.02	0.03	0.04	0.02	0.05	0.03	0.03	0.09	0.07	0.08	0.05	0.08	

Openreach Consumer Poll

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Absolutes/col percents

Table 60
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements I would have been less able to relax or have fun without a reliable broadband connection
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Agree	1484	301	42	108	328	462	233	4	7	84	1392	495	174	158	163	413	219	507	365	100	41	45	5	1	201
	71%	75%	76%	60%	70%	71%	73%	40%	81%	59%	72%	77%	84%	78%	71%	69%	70%	76%	74%	69%	71%	61%	69%	12%	63%
Strongly agree	(+2) 682	146	20	35	149	215	113	1	3	33	645	266	107	85	74	172	99	240	175	42	13	20	4	1	89
	33%	36%	36%	19%	32%	33%	35%	15%	34%	24%	33%	41%	51%	42%	32%	29%	31%	36%	35%	29%	22%	28%	51%	12%	28%
Agree	(+1) 802	154	22	73	179	247	121	2	4	51	746	229	67	73	88	241	120	266	191	59	28	25	1	-	112
	38%	39%	40%	41%	38%	38%	38%	24%	47%	36%	38%	36%	32%	36%	38%	41%	38%	40%	39%	40%	49%	34%	18%	-	35%
Neutral	(0) 424	74	7	41	101	140	57	2	2	40	383	114	32	32	50	120	60	125	86	30	14	17	1	6	86
	20%	19%	13%	23%	22%	22%	18%	20%	19%	28%	20%	18%	15%	16%	22%	20%	19%	19%	17%	20%	25%	23%	15%	79%	27%
Disagree	(-1) 116	15	5	18	26	30	21	1	-	11	105	22	1	9	13	34	19	25	30	11	3	8	-	-	20
	6%	4%	8%	10%	6%	5%	7%	13%	-	8%	5%	3%	*	4%	5%	6%	6%	4%	6%	7%	5%	12%	-	-	6%
Strongly disagree	(-2) 66	12	2	12	13	18	8	3	-	7	60	10	1	5	5	28	18	13	13	5	-	3	1	1	14
	3%	3%	3%	7%	3%	3%	2%	27%	-	5%	3%	2%	*	2%	2%	5%	6%	2%	3%	3%	-	4%	16%	9%	4%
NET: Disagree	182	26	6	29	39	48	29	4	-	18	164	32	1	13	18	62	36	38	43	15	3	11	1	1	34
	9%	7%	12%	17%	8%	7%	9%	40%	-	13%	8%	5%	1%	7%	8%	10%	12%	6%	9%	11%	5%	15%	16%	9%	11%
Mean	0.92	1.02	0.98	0.57	0.91	0.94	0.97	-0.12	1.16	0.66	0.94	1.12	1.34	1.10	0.93	0.83	0.84	1.04	0.98	0.84	0.89	0.70	0.89	0.06	0.76
Standard deviation	1.01	0.98	1.06	1.11	1.00	0.99	1.01	1.51	0.75	1.07	1.01	0.93	0.77	0.97	0.98	1.06	1.11	0.93	1.00	1.03	0.80	1.10	1.54	0.97	1.06
Standard error	0.02	0.05	0.14	0.09	0.05	0.04	0.06	0.50	0.23	0.10	0.02	0.04	0.05	0.07	0.07	0.04	0.06	0.04	0.05	0.08	0.11	0.13	0.46	0.32	0.06

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Absolutes/col percents

Table 61
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
My quality of life would have been severely diminished without a reliable broadband connection
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Agree	1376 66%	638 63%	734 69%	162 72%	253 70%	222 67%	243 67%	204 64%	292 60%	413 75%	412 68%	268 61%	282 57%	119 67%	61 71%	142 61%	114 66%	115 64%	98 65%	63 64%	126 65%	187 68%	188 66%	124 69%	38 64%
Strongly agree (+2)	597 29%	263 26%	333 31%	81 36%	148 41%	108 32%	93 26%	79 25%	88 18%	180 33%	195 32%	104 24%	119 24%	48 27%	27 32%	58 25%	54 31%	46 26%	38 25%	29 29%	68 35%	88 32%	72 25%	53 29%	17 30%
Agree (+1)	779 37%	375 37%	401 38%	81 36%	104 29%	114 34%	150 41%	125 39%	204 42%	233 42%	217 36%	165 38%	163 33%	71 40%	34 40%	84 36%	61 35%	69 38%	60 40%	35 35%	58 30%	100 36%	116 41%	71 39%	20 35%
Neutral (0)	475 23%	252 25%	223 21%	50 22%	85 24%	85 25%	80 22%	62 20%	113 23%	89 16%	137 23%	104 24%	144 29%	45 25%	17 20%	61 26%	36 21%	40 22%	35 23%	22 23%	47 24%	56 20%	66 23%	37 21%	13 22%
Disagree (-1)	168 8%	88 9%	80 7%	8 4%	14 4%	19 6%	31 8%	37 12%	59 12%	39 7%	34 6%	47 11%	47 9%	11 6%	5 5%	18 8%	17 10%	17 10%	13 9%	10 10%	18 9%	18 6%	17 6%	18 10%	6 10%
Strongly disagree (-2)	72 3%	42 4%	30 3%	6 2%	8 2%	8 2%	10 3%	16 5%	25 5%	9 2%	20 3%	18 4%	26 5%	2 1%	3 3%	11 5%	6 3%	7 4%	5 3%	3 3%	3 2%	16 6%	14 5%	1 1%	2 3%
NET: Disagree	240 11%	130 13%	110 10%	14 6%	22 6%	27 8%	41 11%	53 17%	84 17%	48 9%	54 9%	66 15%	73 15%	14 8%	7 8%	29 13%	23 13%	25 14%	18 12%	13 13%	21 11%	33 12%	31 11%	19 10%	8 13%
Mean	0.79	0.71	0.87	0.99	1.03	0.89	0.78	0.67	0.56	0.97	0.88	0.66	0.61	0.85	0.91	0.69	0.80	0.72	0.75	0.78	0.88	0.82	0.75	0.87	0.78
Standard deviation	1.05	1.07	1.03	0.97	1.00	1.00	1.01	1.12	1.08	0.96	1.03	1.08	1.10	0.94	1.01	1.08	1.09	1.08	1.03	1.06	1.05	1.12	1.05	0.97	1.09
Standard error	0.02	0.03	0.03	0.06	0.05	0.06	0.05	0.06	0.05	0.04	0.04	0.05	0.05	0.07	0.11	0.07	0.08	0.08	0.08	0.10	0.08	0.06	0.06	0.08	0.14

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Absolutes/col percents

Table 62

Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
My quality of life would have been severely diminished without a reliable broadband connection

Base: All respondents

	Total	Property ownership		Urban/rural		Working status							House person housewife, househusband etc.
		Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
NET: Agree	1376 66%	953 67%	398 62%	1105 66%	271 65%	830 67%	750 67%	80 65%	103 63%	65 74%	308 62%	70 66%	
Strongly agree (+2)	597 29%	376 26%	207 32%	493 29%	103 25%	392 32%	350 31%	42 34%	44 27%	34 39%	94 19%	32 30%	
Agree (+1)	779 37%	577 41%	191 30%	612 36%	167 40%	437 35%	400 36%	38 31%	59 36%	31 35%	214 43%	38 36%	
Neutral (0)	475 23%	296 21%	173 27%	379 23%	96 23%	283 23%	255 23%	28 23%	38 24%	20 22%	110 22%	24 22%	
Disagree (-1)	168 8%	119 8%	47 7%	138 8%	30 7%	81 7%	73 7%	8 6%	18 11%	3 4%	55 11%	9 9%	
Strongly disagree (-2)	72 3%	51 4%	22 3%	55 3%	18 4%	43 3%	36 3%	7 6%	3 2%	-	24 5%	3 2%	
NET: Disagree	240 11%	170 12%	69 11%	192 11%	48 12%	124 10%	109 10%	15 12%	22 13%	3 4%	79 16%	12 11%	
Mean	0.79	0.78	0.80	0.81	0.74	0.85	0.86	0.82	0.75	1.09	0.60	0.83	
Standard deviation	1.05	1.04	1.08	1.05	1.05	1.05	1.04	1.14	1.04	0.88	1.06	1.04	
Standard error	0.02	0.03	0.04	0.03	0.05	0.03	0.03	0.10	0.07	0.08	0.05	0.09	

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Absolutes/col percents

Table 63
Q7. Thinking about how you relied on your broadband connection in your day-to-day life during the COVID pandemic, can you tell me how much you agree or disagree with the following statements
My quality of life would have been severely diminished without a reliable broadband connection
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Agree	1376	259	40	107	302	418	235	7	8	90	1277	487	166	158	163	342	208	465	338	91	35	49	5	3	182
	66%	64%	73%	60%	64%	64%	74%	73%	88%	64%	66%	76%	80%	77%	71%	58%	66%	69%	68%	62%	60%	67%	62%	36%	57%
Strongly agree	(+2) 597	127	18	49	129	182	86	3	2	34	561	251	100	78	73	141	80	209	159	43	9	23	2	*	73
	29%	32%	33%	28%	28%	28%	27%	31%	28%	24%	29%	39%	48%	38%	32%	24%	26%	31%	32%	30%	15%	32%	24%	5%	23%
Agree	(+1) 779	132	22	58	173	236	149	4	5	57	716	236	66	80	90	201	128	256	179	48	26	26	3	2	110
	37%	33%	39%	33%	37%	36%	47%	42%	60%	40%	37%	37%	32%	39%	39%	34%	41%	38%	36%	33%	45%	36%	38%	31%	34%
Neutral	(0) 475	107	12	30	116	165	46	-	-	36	437	116	38	37	42	167	57	136	105	41	15	11	2	4	105
	23%	27%	21%	17%	25%	25%	14%	-	-	25%	23%	18%	18%	18%	18%	28%	18%	20%	21%	28%	26%	16%	22%	56%	33%
Disagree	(-1) 168	23	2	22	41	45	33	1	1	10	158	27	2	7	18	55	34	47	37	11	7	8	-	-	22
	8%	6%	3%	12%	9%	7%	10%	15%	12%	7%	8%	4%	1%	3%	8%	9%	11%	7%	8%	12%	11%	-	-	-	7%
Strongly disagree	(-2) 72	13	2	19	9	23	5	1	-	6	67	11	3	2	6	31	16	21	14	3	1	4	1	1	12
	3%	3%	4%	11%	2%	3%	2%	12%	-	4%	3%	2%	1%	1%	3%	5%	5%	3%	3%	2%	1%	6%	16%	9%	4%
NET: Disagree	240	36	4	41	50	68	38	3	1	15	225	38	4	9	25	86	50	68	52	14	8	12	1	1	34
	11%	9%	7%	23%	11%	10%	12%	27%	12%	11%	12%	6%	2%	4%	11%	14%	16%	10%	10%	10%	13%	17%	16%	9%	11%
Mean	0.79	0.84	0.95	0.54	0.79	0.78	0.87	0.64	1.04	0.73	0.80	1.07	1.25	1.10	0.89	0.62	0.71	0.87	0.87	0.80	0.61	0.76	0.55	0.23	0.65
Standard deviation	1.05	1.04	1.00	1.30	1.00	1.04	0.98	1.45	0.92	1.03	1.05	0.95	0.86	0.89	1.03	1.10	1.11	1.03	1.04	1.01	0.93	1.19	1.38	0.95	1.02
Standard error	0.02	0.05	0.13	0.10	0.05	0.04	0.06	0.48	0.28	0.09	0.02	0.04	0.06	0.07	0.07	0.05	0.06	0.04	0.05	0.08	0.13	0.14	0.42	0.32	0.05

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Absolutes/col percents

Table 64

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Summary**Base: All respondents**

	My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel	Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do	I rely on my broadband connection for entertainment (e.g. streaming services or gaming)	I rely on my broadband connection to stay in touch with friends and family	I rely on my broadband connection to keep up to date with news and current events
Unweighted base	2091	2091	2091	2091	2091
Weighted base	2091	2091	2091	2091	2091
10 - strongly agree	303 14%	508 24%	569 27%	495 24%	507 24%
9	113 5%	239 11%	193 9%	221 11%	216 10%
8	194 9%	427 20%	312 15%	348 17%	409 20%
7	132 6%	338 16%	244 12%	301 14%	275 13%
6	122 6%	196 9%	149 7%	196 9%	194 9%
5	299 14%	207 10%	204 10%	223 11%	212 10%
4	58 3%	51 2%	65 3%	52 3%	54 3%
3	53 3%	21 1%	59 3%	68 3%	63 3%
2	54 3%	22 1%	70 3%	57 3%	52 2%
1	76 4%	8 *	49 2%	24 1%	13 1%

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Absolutes/col percents

Table 64

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Summary**Base: All respondents**

		My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel	Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do	I rely on my broadband connection for entertainment (e.g. streaming services or gaming)	I rely on my broadband connection to stay in touch with friends and family	I rely on my broadband connection to keep up to date with news and current events
Weighted base		2091	2091	2091	2091	2091
0 - strongly disagree		467 22%	28 1%	138 7%	66 3%	57 3%
Don't know		221 11%	46 2%	38 2%	38 2%	40 2%
Agree (8-10)		610 29%	1174 56%	1074 51%	1065 51%	1132 54%
Agree (7-10)		741 35%	1512 72%	1319 63%	1366 65%	1407 67%
Neutral (4-6)		479 23%	454 22%	418 20%	471 23%	459 22%
Disagree (0-3)		650 31%	79 4%	316 15%	216 10%	184 9%
Disagree (0-2)		597 29%	58 3%	257 12%	147 7%	122 6%
Mean		4.98	7.60	6.91	7.15	7.29
Standard deviation		3.69	2.12	3.04	2.60	2.49
Standard error		0.09	0.05	0.07	0.06	0.06

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 65

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	303	138	164	43	76	61	73	27	25	110	110	45	38	23	16	20	33	17	14	13	35	44	43	32	14
	14%	14%	15%	19%	21%	18%	20%	8%	5%	20%	18%	10%	8%	13%	19%	8%	19%	10%	9%	13%	18%	16%	15%	18%	23%
9	113	64	49	15	36	20	24	13	4	41	36	21	15	10	5	17	8	8	7	5	5	23	14	8	3
	5%	6%	5%	7%	10%	6%	7%	4%	1%	7%	6%	5%	3%	5%	5%	7%	5%	5%	4%	5%	3%	8%	5%	4%	6%
8	194	101	93	35	40	54	33	20	12	67	66	28	33	15	8	23	13	18	13	15	22	30	18	17	4
	9%	10%	9%	15%	11%	16%	9%	6%	3%	12%	11%	6%	7%	8%	9%	10%	8%	10%	8%	15%	11%	11%	6%	9%	7%
7	132	77	55	29	30	23	20	17	12	44	43	23	21	8	5	16	10	17	7	9	8	18	23	8	2
	6%	8%	5%	13%	8%	7%	6%	5%	2%	8%	7%	5%	4%	4%	5%	7%	6%	9%	5%	9%	4%	7%	8%	5%	4%
6	122	59	63	26	25	29	13	10	20	37	27	20	38	13	1	20	8	14	18	1	8	15	15	5	3
	6%	6%	6%	12%	7%	9%	3%	3%	4%	7%	5%	5%	8%	7%	1%	9%	4%	8%	12%	2%	4%	5%	5%	3%	6%
5	299	146	153	21	56	43	55	44	79	69	86	58	86	29	8	35	33	28	24	8	28	38	48	16	5
	14%	14%	14%	9%	16%	13%	15%	14%	16%	13%	14%	13%	17%	16%	9%	15%	19%	16%	16%	9%	14%	14%	17%	9%	8%
4	58	22	35	13	14	5	6	8	12	17	17	12	11	6	2	9	5	9	6	3	3	8	4	2	1
	3%	2%	3%	6%	4%	2%	2%	3%	2%	3%	3%	3%	2%	3%	2%	4%	3%	5%	4%	3%	2%	3%	1%	1%	1%
3	53	28	25	2	9	5	9	10	18	9	7	12	25	5	3	10	4	2	2	1	8	7	8	1	1
	3%	3%	2%	1%	2%	2%	2%	3%	4%	2%	1%	3%	5%	3%	3%	5%	3%	1%	2%	1%	4%	2%	3%	1%	1%
2	54	31	23	5	7	9	6	8	18	14	12	16	12	4	4	12	5	4	3	3	4	6	5	3	1
	3%	3%	2%	2%	2%	3%	2%	3%	4%	3%	2%	4%	2%	2%	5%	5%	3%	2%	2%	3%	2%	2%	2%	3%	2%
1	76	34	40	3	5	6	18	20	25	14	22	28	13	7	3	3	3	10	5	4	6	5	11	12	6
	4%	3%	4%	1%	1%	2%	5%	6%	5%	2%	4%	6%	3%	4%	4%	1%	2%	5%	3%	5%	3%	2%	4%	7%	10%
0 - strongly disagree	467	235	232	12	30	55	85	100	184	88	112	132	135	42	24	42	30	37	37	23	46	55	61	57	11
	22%	23%	22%	5%	8%	17%	23%	31%	38%	16%	19%	30%	27%	24%	28%	18%	17%	21%	25%	24%	23%	20%	22%	32%	20%
Don't know	221	84	136	23	32	23	23	42	79	41	65	42	73	16	8	26	20	16	14	12	22	28	35	19	8
	11%	8%	13%	10%	9%	7%	6%	13%	16%	7%	11%	10%	15%	9%	9%	11%	11%	9%	9%	12%	11%	10%	12%	10%	13%
Agree (8-10)	610	303	305	93	152	134	129	59	42	217	212	94	86	48	29	60	54	43	33	33	61	96	76	56	21
	29%	30%	29%	41%	42%	40%	35%	19%	8%	39%	35%	21%	17%	27%	34%	26%	31%	24%	22%	34%	32%	35%	27%	31%	36%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 65

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 741 35%	380 37%	360 34%	122 54%	182 51%	158 47%	150 41%	76 24%	54 11%	262 48%	256 42%	117 27%	107 21%	56 31%	33 39%	75 32%	65 37%	60 33%	40 27%	42 43%	69 36%	114 41%	98 35%	65 36%	23 40%
Neutral	(4-6) 479 23%	227 22%	250 23%	60 27%	95 26%	77 23%	74 20%	63 20%	111 23%	123 22%	130 22%	90 21%	135 27%	48 27%	11 13%	63 27%	46 27%	51 29%	48 32%	13 13%	40 20%	61 22%	67 24%	23 13%	8 14%
Disagree	(0-3) 650 31%	328 32%	320 30%	21 9%	51 14%	75 23%	118 32%	138 43%	246 50%	125 23%	153 25%	188 43%	184 37%	59 33%	34 39%	68 29%	43 25%	53 29%	48 32%	31 32%	64 33%	73 26%	84 30%	74 41%	19 33%
Disagree	(0-2) 597 29%	300 29%	295 28%	19 9%	42 12%	70 21%	109 30%	128 40%	227 47%	116 21%	145 24%	176 40%	159 32%	53 30%	31 36%	58 25%	39 22%	51 28%	45 30%	31 31%	56 29%	66 24%	77 27%	73 41%	18 31%
Mean	4.98	4.98	4.99	6.78	6.54	5.89	5.21	3.76	2.80	5.92	5.55	4.00	4.08	4.75	4.80	4.98	5.46	4.83	4.55	5.03	4.99	5.47	5.02	4.46	5.29
Standard deviation	3.69	3.67	3.71	2.75	3.10	3.50	3.87	3.63	3.18	3.55	3.67	3.69	3.44	3.64	4.05	3.36	3.58	3.44	3.48	3.85	3.81	3.66	3.68	4.12	4.09
Standard error	0.09	0.12	0.12	0.18	0.17	0.20	0.21	0.21	0.16	0.16	0.16	0.18	0.17	0.29	0.46	0.24	0.29	0.27	0.30	0.40	0.29	0.22	0.23	0.35	0.55

Openreach Consumer Poll ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 66

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	303	199	96	241	62	250	220	30	14	12	22	5	
	14%	14%	15%	14%	15%	20%	20%	24%	8%	14%	4%	5%	
9	113	77	34	91	22	98	89	9	5	3	3	5	
	5%	5%	5%	5%	5%	8%	8%	8%	3%	4%	1%	4%	
8	194	119	71	168	25	146	130	15	9	22	8	9	
	9%	8%	11%	10%	6%	12%	12%	13%	6%	25%	2%	8%	
7	132	90	39	108	24	99	90	9	4	12	9	6	
	6%	6%	6%	6%	6%	8%	8%	7%	3%	14%	2%	6%	
6	122	77	41	103	19	84	78	6	10	5	17	6	
	6%	5%	6%	6%	5%	7%	7%	5%	6%	6%	3%	6%	
5	299	193	104	241	58	139	120	19	32	9	94	25	
	14%	14%	16%	14%	14%	11%	11%	16%	20%	10%	19%	23%	
4	58	35	21	47	10	34	32	2	3	7	10	3	
	3%	2%	3%	3%	2%	3%	3%	2%	2%	8%	2%	3%	
3	53	44	9	39	14	29	26	3	8	-	13	3	
	3%	3%	1%	2%	3%	2%	2%	2%	5%	-	3%	3%	
2	54	39	15	41	13	29	28	2	3	1	18	2	
	3%	3%	2%	2%	3%	2%	2%	1%	2%	1%	4%	2%	
1	76	55	21	51	25	44	40	5	5	1	24	2	
	4%	4%	3%	3%	6%	4%	4%	4%	3%	1%	5%	2%	
0 - strongly disagree	467	333	130	366	100	223	206	17	35	1	191	17	
	22%	24%	20%	22%	24%	18%	19%	14%	21%	1%	38%	16%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 66

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
Don't know	221 11%	159 11%	59 9%	180 11%	42 10%	60 5%	54 5%	5 4%	35 21%	16 18%	89 18%	23 21%	
Agree (8-10)	610 29%	395 28%	201 31%	501 30%	109 26%	494 40%	439 39%	55 45%	27 17%	37 42%	33 7%	19 18%	
Agree (7-10)	741 35%	484 34%	240 38%	609 36%	133 32%	593 48%	529 47%	64 52%	32 20%	50 56%	42 8%	25 24%	
Neutral (4-6)	479 23%	305 21%	166 26%	391 23%	87 21%	258 21%	231 21%	28 23%	45 28%	21 24%	121 24%	34 32%	
Disagree (0-3)	650 31%	471 33%	175 27%	497 30%	153 37%	326 26%	300 27%	26 21%	51 31%	2 2%	246 49%	25 23%	
Disagree (0-2)	597 29%	428 30%	166 26%	458 27%	139 33%	297 24%	274 25%	23 19%	43 26%	2 2%	233 47%	22 20%	
Mean	4.98	4.83	5.22	5.07	4.62	5.75	5.70	6.21	4.30	7.12	2.65	4.76	
Standard deviation	3.69	3.72	3.60	3.66	3.77	3.65	3.66	3.51	3.41	2.12	3.07	3.14	
Standard error	0.09	0.11	0.13	0.09	0.20	0.11	0.11	0.31	0.28	0.22	0.16	0.32	

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 67

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	303 14%	60 15%	7 12%	17 10%	68 14%	108 17%	43 14%	-	*	18 13%	283 15%	219 34%	107 52%	60 30%	51 22%	31 5%	28 9%	109 16%	92 19%	21 14%	4 7%	11 15%	1 12%	*	37 11%
9	113 5%	35 9%	2 3%	2 1%	25 5%	32 5%	17 5%	-	-	11 8%	102 5%	77 12%	19 9%	33 16%	25 11%	21 4%	30 10%	30 4%	24 5%	8 6%	4 6%	7 9%	-	-	10 3%
8	194 9%	46 11%	5 9%	9 5%	35 8%	58 9%	39 12%	1 13%	1 9%	16 11%	174 9%	99 15%	19 9%	37 18%	43 18%	47 8%	31 10%	56 8%	49 10%	16 11%	10 17%	11 15%	1 12%	-	21 7%
7	132 6%	30 7%	3 6%	8 5%	28 6%	32 5%	31 10%	-	-	13 9%	118 6%	75 12%	13 6%	23 11%	39 17%	25 4%	13 4%	36 5%	41 8%	9 6%	11 19%	4 6%	-	1 7%	16 5%
6	122 6%	20 5%	1 2%	14 8%	35 7%	34 5%	18 6%	-	-	17 12%	105 5%	53 8%	12 6%	23 11%	18 8%	31 5%	15 5%	43 6%	23 5%	11 7%	4 6%	4 5%	*	1 7%	22 7%
5	299 14%	57 14%	9 17%	26 15%	61 13%	104 16%	39 12%	2 20%	1 13%	17 12%	282 15%	57 9%	19 9%	15 8%	23 10%	82 14%	46 14%	100 15%	62 12%	23 16%	5 9%	9 12%	1 19%	1 17%	52 16%
4	58 3%	13 3%	4 7%	5 3%	15 3%	15 2%	6 2%	-	-	3 2%	54 3%	16 3%	6 3%	3 1%	7 3%	18 3%	7 2%	20 3%	19 4%	1 1%	2 4%	2 3%	-	-	6 2%
3	53 3%	10 2%	6 11%	6 3%	12 2%	11 2%	8 3%	-	-	3 2%	49 3%	8 1%	1 *	3 2%	4 2%	21 3%	10 3%	13 2%	9 2%	6 4%	-	4 5%	1 12%	-	11 3%
2	54 3%	8 2%	-	6 3%	12 2%	23 4%	5 2%	-	-	5 4%	49 3%	6 1%	3 1%	2 1%	2 1%	23 4%	7 2%	18 3%	11 2%	5 4%	-	3 4%	-	-	9 3%
1	76 4%	11 3%	2 4%	10 6%	12 3%	25 4%	14 4%	1 12%	-	2 1%	74 4%	9 1%	2 1%	1 1%	6 3%	35 6%	17 6%	19 3%	17 3%	9 6%	3 5%	2 2%	-	-	9 3%
0 - strongly disagree	467 22%	81 20%	10 19%	54 30%	113 24%	130 20%	67 21%	5 55%	6 67%	23 16%	444 23%	11 2%	3 1%	2 1%	6 3%	212 36%	78 25%	151 23%	99 20%	28 20%	10 18%	12 17%	3 34%	3 43%	82 25%
Don't know	221 11%	33 8%	6 10%	20 11%	52 11%	77 12%	32 10%	-	1 6%	12 9%	207 11%	12 2%	4 2%	1 1%	6 3%	48 8%	33 10%	75 11%	49 10%	9 6%	5 8%	4 5%	1 8%	2 21%	46 14%
Agree (8-10)	610 29%	140 35%	14 25%	28 16%	128 27%	198 30%	99 31%	1 13%	1 14%	45 32%	558 29%	394 61%	145 70%	130 64%	119 51%	99 17%	89 28%	195 29%	164 33%	45 31%	18 31%	29 39%	2 24%	*	68 21%

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Absolutes/col percents

Table 67

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

My broadband connection saves me money by enabling me to work from home some or all of the time rather than spend money on travel

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	741 35%	170 42%	17 31%	36 20%	156 33%	230 35%	129 41%	1 13%	1 14%	57 41%	676 35%	469 73%	158 76%	153 75%	158 68%	124 21%	102 32%	231 35%	206 42%	54 37%	29 50%	33 45%	2 24%	1 12%	84 26%
Neutral (4-6)	479 23%	89 22%	14 25%	45 25%	111 24%	153 24%	63 20%	2 20%	1 13%	38 27%	441 23%	126 20%	37 18%	41 20%	48 21%	132 22%	67 21%	163 24%	104 21%	35 24%	11 19%	15 21%	2 23%	2 24%	80 25%
Disagree (0-3)	650 31%	109 27%	19 34%	77 43%	148 32%	190 29%	94 30%	6 67%	6 67%	33 24%	615 32%	35 5%	8 4%	8 4%	19 8%	291 49%	113 36%	201 30%	136 28%	48 33%	13 23%	21 29%	3 45%	3 43%	111 35%
Disagree (0-2)	597 29%	100 25%	13 23%	70 39%	137 29%	179 27%	86 27%	6 67%	6 67%	30 21%	566 29%	26 4%	7 4%	5 2%	14 6%	271 45%	103 33%	188 28%	128 26%	42 29%	13 23%	17 23%	3 34%	3 43%	100 31%
Mean	4.98	5.41	4.73	3.77	4.88	5.14	5.18	2.13	1.96	5.59	4.93	7.79	8.30	7.89	7.24	3.41	4.60	5.03	5.38	5.06	5.48	5.58	4.00	2.86	4.42
Standard deviation	3.69	3.64	3.44	3.53	3.72	3.70	3.65	3.12	3.52	3.38	3.71	2.38	2.37	2.11	2.51	3.44	3.69	3.72	3.72	3.60	3.36	3.56	3.90	3.61	3.62
Standard error	0.09	0.18	0.49	0.29	0.18	0.16	0.22	1.04	1.11	0.32	0.09	0.10	0.17	0.16	0.17	0.15	0.22	0.16	0.18	0.31	0.48	0.43	1.23	1.28	0.21

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 68

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	508	209	297	54	100	84	100	73	97	132	150	98	127	39	27	43	44	38	33	30	51	61	73	50	20
	24%	20%	28%	24%	28%	25%	27%	23%	20%	24%	25%	22%	25%	22%	31%	18%	25%	21%	22%	31%	26%	26%	26%	28%	34%
9	239	121	118	30	39	43	43	30	54	65	77	46	51	24	10	27	14	20	19	7	21	34	32	20	11
	11%	12%	11%	13%	11%	13%	12%	9%	11%	12%	13%	10%	10%	14%	11%	12%	8%	11%	12%	7%	11%	12%	11%	11%	19%
8	427	197	229	48	69	79	74	67	91	134	117	85	91	39	12	57	34	37	35	25	43	53	53	31	8
	20%	19%	22%	21%	19%	24%	20%	21%	19%	24%	19%	19%	18%	22%	14%	25%	19%	21%	23%	25%	22%	19%	19%	17%	13%
7	338	181	157	35	58	50	60	47	87	88	123	66	61	32	11	33	28	36	29	12	26	40	48	34	9
	16%	18%	15%	15%	16%	15%	16%	15%	18%	16%	20%	15%	12%	18%	13%	14%	16%	20%	19%	12%	13%	14%	17%	19%	16%
6	196	105	91	22	30	23	35	38	48	53	41	57	46	18	5	25	23	17	12	9	18	21	31	11	5
	9%	10%	9%	10%	8%	7%	10%	12%	10%	10%	7%	13%	9%	10%	6%	11%	13%	9%	8%	9%	9%	8%	11%	6%	9%
5	207	114	92	15	30	31	32	41	58	51	45	40	71	13	11	24	18	17	13	8	18	35	24	23	2
	10%	11%	9%	7%	8%	9%	9%	13%	12%	9%	7%	9%	14%	8%	13%	10%	10%	9%	9%	8%	9%	13%	8%	13%	3%
4	51	26	24	11	10	7	3	4	17	14	8	10	19	4	2	7	1	5	5	*	6	12	6	2	-
	2%	3%	2%	5%	3%	2%	1%	1%	3%	3%	1%	2%	4%	2%	3%	3%	1%	3%	3%	*	3%	5%	2%	1%	-
3	21	8	12	2	1	1	3	7	8	4	6	7	4	3	1	2	4	2	1	1	3	1	*	2	1
	1%	1%	1%	1%	*	*	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	3%	1%	1%	1%	1%	*	*	1%	2%
2	22	15	8	*	3	-	6	3	10	1	7	9	6	-	1	4	1	2	1	-	4	4	4	1	-
	1%	1%	1%	*	1%	-	2%	1%	2%	*	1%	2%	1%	-	1%	2%	1%	1%	1%	-	2%	2%	1%	1%	-
1	8	5	3	-	2	-	-	-	6	3	2	-	3	-	2	-	1	2	-	1	-	1	1	-	-
	*	*	*	-	1%	-	-	-	1%	1%	*	-	1%	-	2%	-	1%	1%	-	1%	-	*	*	-	-
0 - strongly disagree	28	16	12	1	2	4	4	4	13	2	9	11	5	2	1	3	2	1	-	2	3	6	4	3	1
	1%	2%	1%	*	1%	1%	1%	1%	3%	*	2%	3%	1%	1%	2%	1%	1%	1%	-	2%	1%	2%	1%	2%	2%
Don't know	46	23	24	8	15	12	4	7	1	4	18	9	16	3	3	7	3	3	3	4	2	8	8	2	2
	2%	2%	2%	3%	4%	4%	1%	2%	*	1%	3%	2%	3%	2%	3%	3%	1%	1%	2%	4%	1%	3%	3%	1%	3%
Agree (8-10)	1174	527	645	132	208	206	216	169	242	331	345	229	269	102	49	127	92	95	87	62	115	148	157	101	38
	56%	52%	60%	58%	58%	62%	59%	53%	49%	60%	57%	52%	54%	58%	57%	55%	53%	53%	58%	63%	59%	54%	55%	56%	65%

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Absolutes/col percents

Table 68

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 72%	708 69%	802 75%	167 74%	266 74%	257 77%	276 76%	217 68%	329 67%	420 76%	468 78%	294 67%	330 66%	134 76%	60 70%	161 69%	120 69%	131 73%	116 77%	74 75%	141 73%	187 68%	205 72%	135 75%	48 81%
Neutral	(4-6) 22%	245 24%	207 19%	48 21%	70 19%	60 18%	71 19%	83 26%	122 25%	118 21%	94 16%	107 24%	135 27%	35 20%	18 21%	56 24%	42 24%	39 22%	30 20%	18 18%	42 22%	69 25%	62 22%	37 20%	7 12%
Disagree	(0-3) 4%	43 4%	34 3%	4 2%	8 2%	4 1%	14 4%	13 4%	36 7%	9 2%	24 4%	28 6%	18 4%	5 3%	5 6%	8 4%	10 6%	7 4%	2 2%	3 3%	9 5%	12 4%	9 3%	6 4%	2 4%
Disagree	(0-2) 3%	35 3%	22 2%	2 1%	7 2%	4 1%	11 3%	6 2%	28 6%	6 1%	18 3%	20 5%	14 3%	2 1%	4 5%	6 3%	5 3%	4 2%	1 1%	2 2%	7 4%	11 4%	9 3%	4 2%	1 2%
Mean	7.60	7.41	7.79	7.77	7.82	7.89	7.77	7.48	7.15	7.76	7.74	7.35	7.48	7.70	7.59	7.45	7.48	7.50	7.75	7.91	7.60	7.38	7.66	7.67	8.20
Standard deviation	2.12	2.16	2.07	1.92	2.03	1.90	2.07	2.08	2.40	1.88	2.08	2.32	2.23	1.93	2.49	2.05	2.20	2.05	1.81	2.09	2.21	2.31	2.11	2.14	2.01
Standard error	0.05	0.07	0.06	0.12	0.11	0.11	0.11	0.11	0.11	0.08	0.09	0.11	0.10	0.15	0.27	0.14	0.17	0.15	0.15	0.21	0.16	0.13	0.13	0.17	0.26

Openreach Consumer Poll
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Absolutes/col percents

Table 69

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	508 24%	311 22%	186 29%	425 25%	83 20%	306 25%	281 25%	26 21%	39 24%	18 21%	109 22%	35 33%	
9	239 11%	164 12%	74 12%	184 11%	55 13%	144 12%	119 11%	25 20%	16 10%	12 14%	55 11%	12 12%	
8	427 20%	288 20%	132 21%	339 20%	89 21%	254 21%	234 21%	20 16%	33 20%	20 23%	99 20%	21 20%	
7	338 16%	245 17%	87 14%	272 16%	66 16%	199 16%	182 16%	18 14%	20 12%	15 17%	87 18%	16 15%	
6	196 9%	137 10%	55 9%	136 8%	60 14%	112 9%	102 9%	10 8%	18 11%	8 9%	49 10%	9 8%	
5	207 10%	145 10%	61 10%	169 10%	38 9%	118 10%	108 10%	9 8%	19 12%	5 6%	54 11%	11 10%	
4	51 2%	33 2%	16 3%	44 3%	7 2%	28 2%	24 2%	4 3%	7 4%	2 3%	13 3%	-	
3	21 1%	16 1%	5 1%	15 1%	6 2%	12 1%	8 1%	4 3%	2 1%	-	7 1%	1 1%	
2	22 1%	20 1%	2 *	20 1%	2 1%	11 1%	11 1%	1 *	3 2%	-	9 2%	-	
1	8 *	5 *	3 *	5 *	2 1%	2 *	2 *	-	-	-	6 1%	-	
0 - strongly disagree	28 1%	24 2%	4 1%	23 1%	5 1%	17 1%	16 1%	1 1%	2 1%	-	9 2%	-	

Openreach Consumer Poll ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 69

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		46 2%	31 2%	14 2%	45 3%	1 *	33 3%	29 3%	4 3%	4 3%	7 8%	1 *	1 1%
Agree	(8-10)	1174 56%	763 54%	391 61%	947 56%	227 55%	705 57%	634 57%	71 58%	88 54%	51 57%	263 53%	68 64%
Agree	(7-10)	1512 72%	1008 71%	479 75%	1218 73%	293 71%	904 73%	815 73%	89 72%	108 66%	66 75%	350 70%	84 79%
Neutral	(4-6)	454 22%	315 22%	133 21%	350 21%	104 25%	258 21%	235 21%	24 19%	44 27%	15 17%	116 23%	20 19%
Disagree	(0-3)	79 4%	64 5%	15 2%	63 4%	16 4%	42 3%	36 3%	6 5%	6 4%	-	30 6%	1 1%
Disagree	(0-2)	58 3%	48 3%	9 1%	48 3%	9 2%	30 2%	28 3%	2 2%	4 3%	-	23 5%	-
Mean		7.60	7.48	7.85	7.62	7.51	7.66	7.66	7.65	7.46	7.92	7.35	8.10
Standard deviation		2.12	2.17	2.01	2.15	2.03	2.09	2.09	2.14	2.18	1.64	2.29	1.76
Standard error		0.05	0.06	0.07	0.05	0.10	0.06	0.06	0.19	0.16	0.16	0.11	0.16

Openreach Consumer Poll
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Absolutes/col percents

Table 70

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	508	93	18	36	125	160	69	3	2	21	484	170	71	49	49	136	61	185	141	30	8	19	2	*	63
	24%	23%	33%	20%	27%	25%	22%	35%	29%	15%	25%	26%	34%	24%	21%	23%	19%	28%	29%	20%	13%	26%	27%	5%	20%
9	239	53	5	18	49	74	38	1	1	17	221	93	31	37	25	51	41	75	71	14	5	12	-	-	20
	11%	13%	9%	10%	11%	11%	12%	9%	13%	12%	11%	15%	15%	18%	11%	9%	13%	11%	14%	10%	9%	17%	-	-	6%
8	427	86	12	39	97	117	74	2	-	41	381	132	44	37	51	122	57	140	103	28	16	13	2	1	66
	20%	21%	22%	22%	21%	18%	23%	17%	-	29%	20%	21%	21%	18%	22%	21%	18%	21%	21%	19%	27%	18%	24%	15%	21%
7	338	54	4	33	75	112	56	1	3	13	325	109	23	38	48	90	56	116	74	25	11	3	1	-	52
	16%	13%	7%	19%	16%	17%	17%	12%	40%	9%	17%	17%	11%	19%	21%	15%	18%	17%	15%	17%	20%	4%	15%	-	16%
6	196	33	4	26	38	55	38	1	-	20	177	54	15	19	20	58	39	62	36	14	6	16	-	*	22
	9%	8%	8%	15%	8%	9%	12%	15%	-	14%	9%	8%	7%	10%	9%	10%	12%	9%	7%	10%	10%	22%	-	6%	7%
5	207	46	7	14	47	68	22	1	1	15	192	45	15	17	13	73	34	54	42	14	5	6	2	3	47
	10%	11%	12%	8%	10%	11%	7%	12%	12%	11%	10%	7%	7%	8%	5%	12%	11%	8%	8%	10%	8%	8%	27%	41%	15%
4	51	10	4	3	6	18	9	-	-	7	44	16	5	3	8	13	6	11	13	9	2	2	-	-	9
	2%	3%	8%	2%	1%	3%	3%	-	-	5%	2%	2%	2%	1%	4%	2%	2%	2%	3%	6%	3%	3%	-	-	3%
3	21	4	-	1	6	7	3	-	1	2	19	5	2	-	3	7	3	4	2	8	3	1	1	-	1
	1%	1%	-	*	1%	1%	1%	-	7%	2%	1%	1%	1%	-	1%	1%	1%	1%	*	5%	5%	1%	7%	-	*
2	22	3	1	1	9	4	5	-	-	2	21	4	-	1	3	7	9	5	2	-	-	-	-	-	7
	1%	1%	1%	1%	2%	1%	1%	-	-	1%	1%	1%	-	*	1%	1%	3%	1%	*	-	-	-	-	-	2%
1	8	2	-	3	-	2	-	-	-	-	8	1	-	-	1	1	1	3	1	1	-	-	-	-	2
	*	*	-	2%	-	*	-	-	-	-	*	*	-	-	1%	*	*	*	*	1%	-	-	-	-	1%
0 - strongly disagree	28	3	-	3	8	11	3	-	-	-	28	5	1	2	2	12	3	8	2	2	*	-	-	1	11
	1%	1%	-	2%	2%	2%	1%	-	-	-	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	-	-	9%	3%
Don't know	46	14	*	-	9	21	2	-	-	3	41	7	1	-	6	26	5	7	6	1	3	1	-	2	22
	2%	4%	1%	-	2%	3%	1%	-	-	2%	2%	1%	*	-	3%	4%	2%	1%	1%	*	4%	2%	-	25%	7%
Agree (8-10)	1174	232	35	93	272	350	182	6	4	79	1086	395	147	124	125	309	159	401	316	72	29	44	4	1	149
	56%	58%	64%	52%	58%	54%	57%	61%	42%	56%	56%	62%	71%	61%	54%	52%	51%	60%	64%	49%	49%	60%	51%	19%	46%

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Absolutes/col percents

Table 70

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

Because my broadband connection enables me to carry out tasks (like paying bills, banking online and shopping online) more quickly, I have more time to spend doing what I want to do

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1512 72%	286 71%	39 71%	126 71%	346 74%	462 71%	237 74%	7 73%	7 82%	92 65%	1411 73%	504 79%	170 82%	162 79%	173 75%	399 67%	215 68%	517 77%	390 79%	96 66%	40 69%	47 64%	5 67%	1 19%	201 63%
Neutral (4-6)	454 22%	89 22%	15 28%	44 25%	91 19%	142 22%	69 22%	3 27%	1 12%	42 29%	412 21%	115 18%	34 16%	40 19%	41 18%	143 24%	79 25%	127 19%	91 18%	38 26%	12 21%	24 33%	2 27%	4 47%	78 24%
Disagree (0-3)	79 4%	12 3%	1 1%	8 5%	23 5%	25 4%	10 3%	-	1 7%	4 3%	75 4%	16 2%	3 1%	2 1%	10 4%	26 4%	15 5%	20 3%	8 2%	11 7%	3 5%	1 1%	1 7%	1 9%	21 6%
Disagree (0-2)	58 3%	8 2%	1 1%	7 4%	17 4%	18 3%	7 2%	-	-	2 1%	56 3%	11 2%	1 1%	2 1%	7 3%	20 3%	12 4%	16 2%	6 1%	3 2%	*	-	-	1 9%	20 6%
Mean	7.60	7.65	7.79	7.40	7.65	7.56	7.62	8.01	7.62	7.36	7.61	7.87	8.19	7.89	7.55	7.43	7.37	7.80	7.96	7.16	7.26	7.80	7.25	5.40	7.09
Standard deviation	2.12	2.05	2.13	2.15	2.20	2.18	1.98	1.93	2.19	1.91	2.14	1.95	1.87	1.84	2.08	2.22	2.12	2.04	1.90	2.31	1.93	1.89	2.34	2.72	2.45
Standard error	0.05	0.10	0.29	0.17	0.10	0.09	0.11	0.64	0.66	0.17	0.05	0.08	0.13	0.14	0.14	0.09	0.12	0.08	0.09	0.19	0.27	0.22	0.71	1.03	0.14

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Absolutes/col percents

Table 71

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	569	260	307	79	143	116	111	60	60	147	175	119	129	54	27	48	50	44	42	26	58	75	73	47	26
	27%	26%	29%	35%	40%	35%	30%	19%	12%	27%	29%	27%	26%	30%	31%	20%	29%	24%	28%	27%	30%	27%	26%	26%	45%
9	193	113	81	24	28	46	38	25	32	55	60	39	39	22	8	23	15	19	12	10	20	24	22	13	4
	9%	11%	8%	11%	8%	14%	11%	8%	6%	10%	10%	9%	8%	13%	10%	10%	9%	10%	8%	10%	10%	9%	8%	7%	8%
8	312	154	158	45	57	62	63	47	38	89	73	72	77	34	12	43	36	21	22	14	21	39	43	20	8
	15%	15%	15%	20%	16%	19%	17%	15%	8%	16%	12%	17%	15%	19%	14%	18%	21%	11%	15%	14%	11%	14%	15%	11%	14%
7	244	118	127	29	46	35	58	30	46	67	81	43	54	15	6	27	19	30	18	12	13	30	37	26	12
	12%	12%	12%	13%	13%	10%	16%	9%	9%	12%	13%	10%	11%	9%	7%	11%	11%	17%	12%	12%	6%	11%	13%	14%	20%
6	149	79	71	18	24	19	22	27	40	47	37	30	36	9	4	14	11	18	11	8	17	19	21	12	4
	7%	8%	7%	8%	7%	6%	6%	8%	8%	9%	6%	7%	7%	5%	5%	6%	6%	10%	8%	9%	9%	7%	7%	7%	7%
5	204	98	102	13	27	23	34	42	65	55	51	45	53	14	8	23	8	18	19	10	25	34	24	22	-
	10%	10%	10%	6%	8%	7%	9%	13%	13%	10%	8%	10%	11%	8%	9%	10%	5%	10%	13%	10%	13%	12%	8%	12%	-
4	65	31	33	4	8	12	6	13	22	19	16	14	16	6	1	11	6	4	4	4	4	13	7	4	-
	3%	3%	3%	2%	2%	4%	2%	4%	4%	3%	3%	3%	3%	3%	1%	5%	3%	2%	3%	4%	2%	5%	3%	2%	-
3	59	32	28	4	7	3	7	15	24	16	9	15	19	6	2	8	2	3	7	3	5	6	10	5	1
	3%	3%	3%	2%	2%	1%	2%	5%	5%	3%	1%	3%	4%	4%	3%	3%	1%	2%	5%	3%	2%	2%	4%	3%	1%
2	70	37	33	1	2	3	6	13	45	17	24	14	14	10	7	7	4	6	-	1	9	8	12	5	2
	3%	4%	3%	1%	1%	1%	2%	4%	9%	3%	4%	3%	3%	6%	8%	3%	2%	3%	-	1%	4%	3%	4%	3%	3%
1	49	21	28	*	3	2	5	13	26	8	20	11	10	1	1	11	3	1	7	-	8	4	5	8	-
	2%	2%	3%	*	1%	1%	1%	4%	5%	1%	3%	2%	2%	*	1%	5%	2%	1%	5%	-	4%	2%	2%	5%	-
0 - strongly disagree	138	62	76	-	1	3	13	33	88	29	44	27	38	6	6	14	14	14	5	5	14	16	26	16	2
	7%	6%	7%	-	*	1%	4%	10%	18%	5%	7%	6%	8%	3%	7%	6%	8%	8%	3%	5%	7%	6%	9%	9%	3%
Don't know	38	15	22	8	13	10	2	2	3	*	15	10	14	1	4	5	4	3	2	4	2	8	4	1	-
	2%	2%	2%	3%	4%	3%	*	1%	1%	*	2%	2%	3%	*	5%	2%	3%	1%	2%	4%	1%	3%	2%	1%	-
Agree (8-10)	1074	526	546	148	229	223	212	132	130	291	308	230	245	110	47	113	101	83	76	50	99	138	138	80	39
	51%	52%	51%	66%	64%	67%	58%	41%	27%	53%	51%	53%	49%	62%	55%	49%	58%	46%	51%	51%	51%	50%	49%	44%	66%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 71

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 63%	644 63%	673 63%	177 78%	275 77%	258 78%	270 74%	162 51%	176 36%	359 65%	389 64%	273 62%	298 60%	126 71%	53 61%	139 60%	120 69%	113 63%	95 63%	62 63%	111 57%	169 61%	175 62%	106 59%	50 86%
Neutral	(4-6) 20%	208 20%	206 19%	35 15%	58 16%	54 16%	62 17%	82 26%	127 26%	121 22%	103 17%	88 20%	105 21%	29 16%	14 16%	48 21%	25 14%	40 22%	35 23%	22 22%	46 23%	66 24%	52 18%	38 21%	4 7%
Disagree	(0-3) 15%	151 15%	165 15%	6 3%	13 4%	10 3%	31 8%	73 23%	183 37%	70 13%	97 16%	67 15%	82 16%	23 13%	16 18%	40 17%	24 14%	24 13%	19 13%	10 10%	36 18%	34 12%	52 18%	35 19%	4 7%
Disagree	(0-2) 12%	120 12%	137 13%	2 1%	6 2%	8 2%	24 7%	59 18%	159 32%	54 10%	88 15%	52 12%	63 13%	17 9%	13 16%	32 14%	21 12%	21 12%	12 8%	7 7%	31 16%	28 10%	42 15%	29 16%	4 6%
Mean	6.91	6.92	6.89	8.14	8.09	8.06	7.52	6.04	4.85	7.05	6.91	6.90	6.74	7.37	6.96	6.59	7.13	6.87	7.05	7.17	6.71	6.95	6.67	6.50	8.14
Standard deviation	3.04	2.98	3.10	1.91	2.14	2.15	2.58	3.25	3.43	2.85	3.16	3.04	3.10	2.79	3.25	3.06	3.07	2.95	2.82	2.78	3.26	2.94	3.18	3.25	2.42
Standard error	0.07	0.09	0.10	0.12	0.11	0.12	0.14	0.18	0.16	0.13	0.13	0.14	0.14	0.21	0.35	0.21	0.23	0.22	0.23	0.28	0.24	0.17	0.19	0.26	0.30

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 72

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	569 27%	340 24%	213 33%	470 28%	99 24%	391 32%	349 31%	41 34%	48 30%	29 32%	62 12%	40 37%	
9	193 9%	120 8%	71 11%	157 9%	37 9%	124 10%	117 10%	7 6%	17 10%	12 14%	34 7%	6 6%	
8	312 15%	196 14%	113 18%	264 16%	48 12%	211 17%	191 17%	20 16%	26 16%	20 23%	40 8%	16 15%	
7	244 12%	165 12%	76 12%	196 12%	48 12%	154 12%	138 12%	16 13%	13 8%	11 12%	55 11%	12 11%	
6	149 7%	107 8%	39 6%	109 7%	40 10%	84 7%	74 7%	10 8%	15 9%	5 6%	41 8%	5 5%	
5	204 10%	156 11%	48 7%	163 10%	41 10%	104 8%	91 8%	13 11%	17 10%	4 4%	70 14%	9 9%	
4	65 3%	54 4%	10 2%	48 3%	17 4%	36 3%	35 3%	1 1%	5 3%	1 1%	20 4%	3 3%	
3	59 3%	45 3%	15 2%	47 3%	12 3%	27 2%	24 2%	3 2%	5 3%	- -	26 5%	1 1%	
2	70 3%	58 4%	12 2%	48 3%	23 5%	23 2%	20 2%	3 2%	3 2%	- -	40 8%	4 4%	
1	49 2%	43 3%	4 1%	38 2%	10 3%	22 2%	22 2%	- -	2 2%	* 1%	22 4%	2 2%	
0 - strongly disagree	138 7%	110 8%	27 4%	100 6%	39 9%	37 3%	31 3%	6 5%	9 6%	- -	86 17%	7 6%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 72

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		38 2%	24 2%	12 2%	37 2%	1 *	25 2%	23 2%	2 2%	3 2%	7 7%	2 *	1 1%
Agree	(8-10)	1074 51%	656 46%	396 62%	891 53%	184 44%	726 59%	657 59%	68 56%	90 55%	60 69%	136 27%	62 59%
Agree	(7-10)	1319 63%	821 58%	472 74%	1087 65%	232 56%	879 71%	795 71%	84 69%	103 64%	71 81%	191 38%	74 70%
Neutral	(4-6)	418 20%	317 22%	97 15%	320 19%	98 24%	224 18%	201 18%	24 20%	36 22%	10 11%	130 26%	17 16%
Disagree	(0-3)	316 15%	256 18%	59 9%	233 14%	84 20%	108 9%	96 9%	12 10%	20 12%	* 1%	174 35%	14 13%
Disagree	(0-2)	257 12%	211 15%	44 7%	185 11%	72 17%	82 7%	73 7%	9 7%	15 9%	* 1%	148 30%	12 12%
Mean		6.91	6.55	7.62	7.03	6.40	7.51	7.52	7.42	7.16	8.36	5.02	7.32
Standard deviation		3.04	3.15	2.66	2.98	3.24	2.62	2.61	2.73	2.91	1.66	3.39	3.05
Standard error		0.07	0.09	0.10	0.07	0.16	0.08	0.08	0.24	0.21	0.16	0.16	0.28

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 73

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	569 27%	115 29%	16 29%	36 20%	144 31%	182 28%	73 23%	-	42%	19 14%	546 28%	217 34%	89 43%	65 32%	63 27%	173 29%	66 21%	205 31%	166 34%	30 21%	12 20%	19 26%	3 43%	-	68 21%
9	193 9%	44 11%	4 7%	14 8%	50 11%	53 8%	26 8%	1 13%	2 22%	17 12%	175 9%	73 11%	26 12%	25 12%	22 9%	51 9%	28 9%	64 10%	48 10%	13 9%	4 8%	9 13%	1 11%	-	27 8%
8	312 15%	66 16%	7 13%	25 14%	73 16%	85 13%	55 17%	1 13%	-	23 16%	289 15%	99 16%	30 15%	25 13%	44 19%	111 19%	49 16%	105 16%	69 14%	22 15%	16 16%	13 13%	1 8%	5 5%	49 15%
7	244 12%	46 12%	7 13%	20 11%	44 10%	86 13%	39 12%	2 20%	-	17 12%	224 12%	80 13%	18 9%	27 13%	35 15%	73 12%	29 9%	85 13%	56 11%	21 14%	7 13%	9 13%	1 15%	1 7%	34 11%
6	149 7%	32 8%	3 5%	16 9%	31 7%	43 7%	24 7%	-	-	16 11%	134 7%	51 8%	11 5%	20 10%	20 9%	33 5%	30 10%	45 7%	30 6%	12 8%	6 10%	9 12%	-	1 7%	18 6%
5	204 10%	37 9%	8 14%	14 8%	44 9%	66 10%	32 10%	3 27%	1 13%	13 9%	191 10%	51 8%	15 7%	15 7%	21 9%	53 9%	34 11%	59 9%	39 8%	16 11%	6 10%	8 10%	-	2 24%	41 13%
4	65 3%	9 2%	3 6%	2 1%	13 3%	24 4%	13 4%	-	1 6%	12 9%	52 3%	17 3%	4 2%	9 4%	5 2%	19 3%	8 3%	16 2%	16 3%	6 4%	5 8%	-	-	-	14 4%
3	59 3%	13 3%	4 7%	6 3%	13 3%	12 2%	11 3%	-	1 12%	4 3%	55 3%	14 2%	2 1%	5 3%	7 3%	12 2%	12 4%	17 3%	14 3%	4 3%	5 8%	2 2%	-	-	6 2%
2	70 3%	9 2%	1 1%	11 6%	9 2%	24 4%	15 5%	1 15%	1 6%	5 3%	65 3%	12 2%	5 2%	6 3%	1 3%	11 2%	17 5%	26 4%	12 2%	4 3%	-	-	1 7%	-	11 3%
1	49 2%	3 1%	2 4%	11 6%	7 1%	18 3%	7 2%	-	-	2 1%	47 2%	8 1%	2 1%	4 2%	2 1%	14 2%	11 3%	11 2%	13 3%	5 3%	1 2%	3 4%	-	-	6 2%
0 - strongly disagree	138 7%	16 4%	-	24 14%	30 6%	43 7%	23 7%	1 12%	-	10 7%	128 7%	13 2%	4 2%	1 1%	7 3%	24 4%	29 9%	33 5%	25 5%	13 9%	1 2%	4 5%	1 16%	3 37%	29 9%
Don't know	38 2%	11 3%	* 1%	-	11 2%	15 2%	1 *	-	-	3 2%	33 2%	6 1%	2 1%	-	4 2%	19 3%	2 1%	4 1%	6 1%	1 *	3 4%	1 2%	-	2 21%	19 6%
Agree (8-10)	1074 51%	225 56%	27 49%	74 41%	267 57%	320 49%	153 48%	2 25%	6 64%	59 42%	1010 52%	390 61%	146 70%	116 57%	128 56%	336 56%	143 45%	374 56%	283 57%	65 44%	25 44%	37 51%	5 62%	* 5%	143 45%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 73

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection for entertainment (e.g. streaming services or gaming)

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1319 63%	271 67%	35 62%	94 53%	311 66%	406 62%	192 60%	4 46%	6 64%	76 54%	1234 64%	470 73%	164 79%	143 70%	163 71%	409 69%	171 54%	459 69%	339 69%	86 59%	33 56%	47 64%	6 78%	1 12%	177 55%
Neutral (4-6)	418 20%	78 20%	13 24%	32 18%	88 19%	133 20%	69 22%	3 27%	2 18%	41 29%	377 19%	119 19%	29 14%	44 22%	46 20%	105 18%	72 23%	120 18%	85 17%	33 23%	16 27%	16 22%	- -	2 31%	73 23%
Disagree (0-3)	316 15%	41 10%	7 13%	52 29%	58 12%	97 15%	57 18%	3 27%	2 18%	21 15%	295 15%	47 7%	13 6%	17 8%	17 7%	61 10%	69 22%	86 13%	64 13%	26 18%	7 12%	8 12%	2 22%	3 37%	51 16%
Disagree (0-2)	257 12%	28 7%	3 5%	46 26%	45 10%	86 13%	46 14%	3 27%	1 6%	17 12%	240 12%	32 5%	11 5%	12 6%	10 4%	49 8%	57 18%	70 10%	50 10%	22 15%	2 4%	7 9%	2 22%	3 37%	46 14%
Mean	6.91	7.35	7.05	5.84	7.23	6.86	6.59	5.23	7.50	6.38	6.94	7.69	8.10	7.53	7.47	7.31	6.29	7.22	7.29	6.45	6.80	7.13	7.17	3.15	6.49
Standard deviation	3.04	2.70	2.70	3.53	2.96	3.08	3.07	3.06	3.15	2.87	3.05	2.47	2.44	2.50	2.45	2.77	3.24	2.88	2.96	3.12	2.63	2.85	3.98	3.30	3.15
Standard error	0.07	0.13	0.36	0.27	0.14	0.13	0.18	1.02	0.95	0.26	0.07	0.10	0.17	0.18	0.17	0.12	0.18	0.11	0.13	0.26	0.37	0.34	1.20	1.17	0.17

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 74

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

	Gender		Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	495	185	309	61	106	86	78	68	96	141	132	98	123	43	21	41	38	35	35	29	48	71	66	50	18
	24%	18%	29%	27%	29%	26%	22%	21%	20%	26%	22%	22%	25%	24%	25%	18%	22%	20%	23%	29%	25%	26%	23%	28%	30%
9	221	99	122	26	34	40	30	35	56	61	82	44	35	19	8	24	25	23	16	14	20	26	28	10	8
	11%	10%	11%	12%	9%	12%	8%	11%	11%	11%	14%	10%	7%	10%	9%	10%	14%	13%	11%	14%	10%	10%	10%	5%	14%
8	348	170	177	38	55	63	65	47	80	105	88	70	85	38	15	41	28	28	20	17	29	47	46	30	10
	17%	17%	17%	17%	15%	19%	18%	15%	16%	19%	14%	16%	17%	21%	18%	17%	16%	16%	13%	17%	15%	17%	16%	17%	16%
7	301	159	142	42	51	44	63	50	52	82	109	49	61	28	14	37	20	26	25	11	36	35	39	24	7
	14%	16%	13%	19%	14%	13%	17%	16%	11%	15%	18%	11%	12%	16%	16%	16%	12%	14%	17%	12%	19%	13%	14%	13%	11%
6	196	106	90	16	37	29	38	25	50	52	55	47	42	12	5	31	17	15	13	8	21	24	33	14	4
	9%	10%	8%	7%	10%	9%	10%	8%	10%	9%	9%	11%	8%	7%	6%	13%	10%	8%	9%	8%	11%	9%	11%	8%	7%
5	223	130	92	22	27	31	40	43	59	53	54	50	67	15	8	26	20	19	19	4	21	29	32	26	4
	11%	13%	9%	10%	8%	9%	11%	14%	12%	10%	9%	11%	13%	8%	9%	11%	12%	11%	12%	4%	11%	11%	11%	14%	7%
4	52	27	26	2	10	7	9	9	15	15	17	11	9	-	2	8	2	8	6	2	3	12	4	3	2
	3%	3%	2%	1%	3%	2%	2%	3%	3%	3%	3%	3%	2%	-	3%	3%	1%	4%	4%	2%	2%	4%	2%	2%	3%
3	68	36	33	7	6	7	11	15	22	17	17	20	15	10	-	7	7	7	3	3	2	4	14	9	1
	3%	4%	3%	3%	2%	2%	3%	5%	5%	3%	3%	5%	3%	5%	-	3%	4%	4%	2%	3%	1%	2%	5%	5%	2%
2	57	30	27	1	6	6	9	9	25	7	16	14	19	8	3	8	3	5	3	-	3	8	9	5	-
	3%	3%	2%	1%	2%	2%	3%	3%	5%	1%	3%	3%	4%	4%	4%	3%	2%	3%	2%	-	2%	3%	3%	3%	-
1	24	14	10	*	5	1	5	5	8	3	3	9	10	-	2	2	4	-	3	2	2	2	4	2	1
	1%	1%	1%	*	1%	*	1%	2%	2%	1%	*	2%	2%	-	3%	1%	2%	-	2%	2%	1%	1%	1%	1%	2%
0 - strongly disagree	66	45	20	1	6	9	12	13	25	12	18	19	17	3	4	5	6	12	5	3	8	8	3	6	3
	3%	4%	2%	*	2%	3%	3%	4%	5%	2%	3%	4%	3%	2%	5%	2%	4%	6%	3%	3%	4%	3%	1%	3%	6%
Don't know	38	18	20	8	15	11	4	-	-	2	13	5	17	4	3	3	3	1	2	5	2	9	5	-	1
	2%	2%	2%	4%	4%	3%	1%	-	-	*	2%	1%	3%	2%	3%	1%	1%	1%	2%	5%	1%	3%	2%	-	1%
Agree (8-10)	1065	455	608	126	195	189	173	149	232	307	302	212	243	99	44	105	92	87	71	60	96	145	141	90	35
	51%	45%	57%	56%	54%	57%	48%	47%	48%	56%	50%	48%	49%	56%	52%	45%	53%	48%	47%	61%	49%	53%	49%	50%	61%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 74

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 65%	614 60%	749 70%	168 74%	246 69%	233 70%	236 65%	199 62%	284 58%	390 71%	411 68%	262 60%	304 61%	127 71%	58 68%	142 61%	112 64%	113 63%	96 64%	71 73%	132 68%	180 65%	179 63%	114 63%	42 72%
Neutral	(4-6) 23%	262 26%	208 19%	40 18%	75 21%	67 20%	87 24%	78 24%	124 25%	119 22%	126 21%	108 25%	118 24%	26 15%	15 18%	65 28%	39 22%	42 23%	38 25%	13 14%	45 23%	66 24%	69 24%	44 24%	10 17%
Disagree	(0-3) 10%	125 12%	89 8%	10 4%	23 6%	22 7%	38 10%	42 13%	80 16%	39 7%	54 9%	63 14%	60 12%	20 11%	10 11%	22 10%	20 12%	24 13%	14 9%	8 9%	16 8%	22 8%	31 11%	23 13%	5 9%
Disagree	(0-2) 7%	89 9%	57 5%	3 1%	17 5%	15 5%	26 7%	27 9%	58 12%	22 4%	37 6%	43 10%	46 9%	11 6%	10 11%	15 7%	13 8%	17 10%	11 7%	5 5%	14 7%	17 6%	17 6%	13 7%	4 7%
Mean	7.15	6.79	7.51	7.75	7.55	7.51	7.02	6.85	6.65	7.44	7.24	6.84	6.98	7.37	7.09	6.94	7.12	6.81	7.07	7.69	7.23	7.27	7.15	7.03	7.48
Standard deviation	2.60	2.66	2.47	2.05	2.41	2.39	2.56	2.72	2.87	2.37	2.49	2.81	2.74	2.45	2.83	2.44	2.68	2.82	2.61	2.57	2.55	2.55	2.48	2.71	2.78
Standard error	0.06	0.08	0.08	0.13	0.13	0.13	0.14	0.15	0.14	0.10	0.10	0.13	0.13	0.19	0.31	0.16	0.20	0.21	0.22	0.26	0.18	0.15	0.15	0.21	0.35

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 75

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	495 24%	305 21%	179 28%	407 24%	88 21%	293 24%	266 24%	27 22%	37 23%	26 29%	110 22%	30 28%	
9	221 11%	151 11%	66 10%	175 10%	46 11%	127 10%	115 10%	11 9%	15 9%	9 10%	59 12%	11 11%	
8	348 17%	229 16%	114 18%	284 17%	65 16%	197 16%	176 16%	20 17%	38 23%	20 22%	74 15%	20 19%	
7	301 14%	212 15%	87 14%	236 14%	65 16%	197 16%	180 16%	17 14%	21 13%	17 19%	50 10%	16 16%	
6	196 9%	140 10%	53 8%	153 9%	43 10%	123 10%	107 10%	17 14%	9 5%	4 4%	51 10%	9 9%	
5	223 11%	164 12%	58 9%	165 10%	58 14%	126 10%	114 10%	12 10%	20 13%	4 4%	63 13%	11 10%	
4	52 3%	32 2%	21 3%	49 3%	4 1%	32 3%	32 3%	* *	3 2%	2 2%	13 3%	2 2%	
3	68 3%	52 4%	15 2%	51 3%	18 4%	40 3%	34 3%	6 5%	3 2%	2 2%	22 4%	2 2%	
2	57 3%	44 3%	13 2%	50 3%	7 2%	30 2%	28 2%	3 2%	4 2%	* 1%	21 4%	1 1%	
1	24 1%	21 1%	3 *	20 1%	4 1%	13 1%	13 1%	1 *	1 1%	- -	9 2%	1 1%	
0 - strongly disagree	66 3%	48 3%	17 3%	54 3%	12 3%	35 3%	29 3%	6 5%	5 3%	- -	26 5%	* *	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 75

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		38 2%	22 2%	15 2%	33 2%	4 1%	24 2%	21 2%	3 2%	5 3%	6 7%	-	2 2%
Agree	(8-10)	1065 51%	684 48%	360 56%	866 52%	199 48%	616 50%	557 50%	58 48%	91 56%	54 62%	243 49%	61 58%
Agree	(7-10)	1366 65%	897 63%	446 70%	1102 66%	264 64%	813 66%	737 66%	76 62%	112 69%	71 80%	293 59%	78 73%
Neutral	(4-6)	471 23%	336 24%	131 20%	367 22%	104 25%	281 23%	253 23%	29 23%	33 20%	9 10%	127 25%	22 21%
Disagree	(0-3)	216 10%	165 12%	48 7%	174 10%	42 10%	118 10%	103 9%	15 12%	13 8%	2 2%	78 16%	4 4%
Disagree	(0-2)	147 7%	113 8%	33 5%	124 7%	24 6%	78 6%	70 6%	9 7%	10 6%	* 1%	56 11%	2 2%
Mean		7.15	6.99	7.47	7.17	7.08	7.18	7.20	7.02	7.30	8.09	6.75	7.72
Standard deviation		2.60	2.63	2.48	2.62	2.50	2.54	2.52	2.65	2.49	1.80	2.89	2.11
Standard error		0.06	0.08	0.09	0.06	0.13	0.07	0.08	0.23	0.18	0.17	0.13	0.19

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 76

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	495	96	21	37	118	143	71	5	3	21	471	152	64	42	46	141	62	174	129	26	14	20	2	-	68
	24%	24%	38%	21%	25%	22%	22%	54%	33%	15%	24%	24%	31%	21%	20%	24%	20%	26%	26%	18%	24%	28%	20%	-	21%
9	221	53	3	11	48	66	38	3	-	18	202	81	26	29	26	45	34	77	66	7	5	5	1	-	26
	11%	13%	5%	6%	10%	10%	12%	33%	-	13%	10%	13%	13%	14%	11%	8%	11%	12%	13%	5%	8%	6%	19%	-	8%
8	348	65	5	35	76	109	55	-	3	24	323	106	31	35	41	90	44	106	92	28	11	13	1	1	53
	17%	16%	10%	20%	16%	17%	17%	-	36%	17%	17%	17%	15%	17%	18%	15%	14%	16%	19%	20%	19%	17%	8%	15%	17%
7	301	64	9	21	58	93	56	-	-	19	279	103	27	35	42	94	55	95	57	26	13	7	-	1	47
	14%	16%	16%	12%	12%	14%	18%	-	-	14%	14%	16%	13%	17%	18%	16%	17%	14%	12%	18%	22%	9%	-	11%	15%
6	196	31	3	18	55	58	30	-	-	19	176	72	20	29	23	51	29	69	34	18	5	13	1	-	27
	9%	8%	6%	10%	12%	9%	10%	-	-	14%	9%	11%	10%	14%	10%	9%	9%	10%	7%	13%	8%	18%	11%	-	9%
5	223	38	4	24	43	76	37	-	1	14	210	60	24	17	19	65	42	63	47	20	2	5	*	3	41
	11%	10%	7%	14%	9%	12%	12%	-	13%	10%	11%	9%	11%	8%	8%	11%	13%	9%	9%	13%	4%	8%	4%	41%	13%
4	52	11	2	3	17	13	6	-	1	6	46	16	6	2	9	16	6	12	15	6	4	1	-	-	9
	3%	3%	4%	2%	4%	2%	2%	-	6%	4%	2%	3%	3%	1%	4%	3%	2%	2%	3%	4%	7%	2%	-	-	3%
3	68	9	2	11	13	22	10	-	-	6	62	15	3	4	8	25	14	22	17	3	2	2	1	-	7
	3%	2%	4%	6%	3%	3%	3%	-	-	4%	3%	2%	1%	2%	3%	4%	5%	3%	3%	2%	4%	2%	11%	-	2%
2	57	6	2	7	13	20	7	-	1	5	52	16	4	7	4	15	14	25	9	4	*	1	-	*	4
	3%	1%	4%	4%	3%	3%	2%	-	12%	4%	3%	2%	2%	4%	2%	2%	4%	4%	2%	3%	3%	1%	1%	-	4%
1	24	7	1	2	4	8	2	-	-	-	24	3	-	2	1	10	3	10	7	1	1	-	-	-	4
	1%	2%	2%	1%	1%	1%	1%	-	-	-	1%	*	-	1%	*	2%	1%	1%	1%	*	2%	-	-	-	1%
0 - strongly disagree	66	6	2	8	14	28	6	1	-	5	61	9	2	1	6	26	12	15	15	3	-	5	1	1	15
	3%	2%	3%	5%	3%	4%	2%	12%	-	4%	3%	1%	1%	1%	3%	4%	4%	2%	3%	2%	-	7%	16%	9%	5%
Don't know	38	15	*	-	8	14	1	-	-	3	33	8	1	1	5	16	1	3	7	2	1	1	1	2	19
	2%	4%	1%	-	2%	2%	*	-	-	2%	2%	1%	1%	1%	2%	3%	*	*	1%	2%	2%	2%	11%	21%	6%
Agree (8-10)	1065	214	30	83	242	318	164	8	6	64	996	339	121	106	112	276	140	357	287	62	30	37	4	1	147
	51%	53%	53%	46%	52%	49%	51%	88%	70%	45%	51%	53%	58%	52%	49%	46%	45%	53%	58%	42%	51%	51%	47%	15%	46%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 76

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to stay in touch with friends and family

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1366 65%	278 69%	38 69%	104 58%	300 64%	412 63%	220 69%	8 88%	6 70%	83 59%	1274 66%	443 69%	148 71%	141 69%	154 67%	370 62%	195 62%	452 68%	345 70%	88 60%	43 73%	44 61%	4 47%	2 26%	195 61%
Neutral (4-6)	471 23%	80 20%	9 17%	45 25%	115 25%	146 22%	74 23%	- -	2 18%	39 27%	433 22%	148 23%	50 24%	47 23%	51 22%	133 22%	76 24%	143 21%	96 19%	44 30%	11 19%	20 27%	1 15%	3 41%	77 24%
Disagree (0-3)	216 10%	29 7%	7 13%	29 16%	45 10%	79 12%	24 8%	1 12%	1 12%	16 12%	199 10%	42 7%	9 4%	14 7%	19 8%	76 13%	42 13%	71 11%	47 10%	12 8%	3 6%	8 10%	2 27%	1 13%	30 9%
Disagree (0-2)	147 7%	19 5%	5 10%	18 10%	32 7%	56 9%	14 5%	1 12%	1 12%	10 7%	137 7%	28 4%	6 3%	10 5%	11 5%	51 9%	28 9%	49 7%	30 6%	8 6%	1 2%	6 8%	1 16%	1 13%	22 7%
Mean	7.15	7.43	7.33	6.65	7.19	6.98	7.30	8.42	7.34	6.81	7.17	7.42	7.70	7.40	7.17	6.93	6.83	7.27	7.37	6.89	7.43	7.13	6.24	5.13	7.00
Standard deviation	2.60	2.40	2.91	2.80	2.59	2.71	2.33	3.40	2.86	2.54	2.60	2.29	2.22	2.20	2.41	2.76	2.66	2.57	2.59	2.35	2.19	2.78	3.95	2.55	2.65
Standard error	0.06	0.11	0.39	0.22	0.12	0.11	0.13	1.13	0.86	0.23	0.06	0.09	0.16	0.16	0.16	0.11	0.15	0.10	0.12	0.20	0.30	0.33	1.25	0.90	0.15

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 77
Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life
I rely on my broadband connection to keep up to date with news and current events
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	507	224	281	51	94	93	100	69	99	139	145	103	119	50	26	35	40	42	28	26	56	64	74	46	20
	24%	22%	26%	23%	26%	28%	27%	22%	20%	25%	24%	24%	24%	28%	31%	15%	23%	23%	19%	26%	29%	23%	26%	25%	34%
9	216	115	101	33	29	42	32	34	46	71	67	32	47	22	9	24	18	14	18	8	15	30	32	17	9
	10%	11%	9%	15%	8%	13%	9%	11%	9%	13%	11%	7%	9%	13%	11%	10%	10%	8%	12%	8%	8%	11%	11%	10%	15%
8	409	194	215	42	66	71	80	62	88	108	122	79	100	26	19	46	36	33	26	18	43	52	57	35	18
	20%	19%	20%	19%	18%	21%	22%	19%	18%	20%	20%	18%	20%	15%	22%	20%	21%	19%	17%	18%	22%	19%	20%	20%	31%
7	275	146	129	40	49	45	51	31	59	74	93	58	51	27	8	42	18	26	22	12	30	36	32	16	6
	13%	14%	12%	18%	14%	14%	14%	10%	12%	13%	15%	13%	10%	15%	9%	18%	11%	14%	15%	12%	15%	13%	11%	9%	11%
6	194	85	108	20	44	27	27	29	48	58	48	44	43	16	6	25	17	15	23	6	10	27	26	21	2
	9%	8%	10%	9%	12%	8%	7%	9%	10%	11%	8%	10%	9%	9%	7%	11%	10%	8%	15%	6%	5%	10%	9%	12%	2%
5	212	106	103	20	33	28	42	36	53	53	60	42	57	17	4	23	22	26	15	11	17	29	23	24	1
	10%	10%	10%	9%	9%	8%	12%	11%	11%	10%	10%	10%	11%	9%	5%	10%	13%	15%	10%	11%	9%	11%	8%	13%	1%
4	54	27	26	2	12	7	7	9	16	16	14	8	4	4	1	9	5	4	8	1	2	6	8	5	-
	3%	3%	2%	1%	3%	2%	2%	3%	3%	3%	3%	3%	2%	2%	1%	4%	3%	2%	5%	1%	1%	2%	3%	3%	-
3	63	38	25	6	9	4	7	15	21	8	20	17	18	5	4	10	6	4	4	2	6	7	12	2	1
	3%	4%	2%	3%	3%	1%	2%	5%	4%	2%	3%	4%	4%	3%	4%	5%	3%	2%	3%	2%	3%	2%	4%	1%	1%
2	52	31	21	1	6	1	8	10	25	12	6	16	17	2	4	4	3	2	4	4	10	5	8	5	-
	2%	3%	2%	1%	2%	*	2%	3%	5%	2%	1%	4%	3%	1%	4%	2%	2%	1%	3%	4%	5%	2%	3%	3%	-
1	13	6	7	-	1	-	*	5	7	3	2	6	2	1	-	3	1	2	-	2	1	1	1	2	-
	1%	1%	1%	-	*	-	*	2%	1%	1%	*	1%	*	1%	-	1%	*	1%	-	2%	*	*	*	1%	-
0 - strongly disagree	57	32	23	2	3	4	5	16	26	8	8	20	21	4	1	6	4	9	-	3	3	11	8	5	2
	3%	3%	2%	1%	1%	1%	1%	5%	5%	1%	1%	5%	4%	2%	2%	2%	2%	5%	-	3%	2%	4%	3%	3%	3%
Don't know	40	14	26	9	13	11	4	3	-	*	17	7	15	3	4	5	3	2	3	6	2	7	4	-	1
	2%	1%	2%	4%	4%	3%	1%	1%	-	*	3%	2%	3%	1%	5%	2%	2%	1%	2%	6%	1%	3%	2%	-	1%
Agree (8-10)	1132	534	597	126	190	206	212	165	233	318	334	214	266	99	54	105	94	89	72	52	113	147	163	98	47
	54%	52%	56%	56%	53%	62%	58%	52%	48%	58%	55%	49%	53%	55%	63%	45%	54%	50%	48%	53%	58%	53%	57%	55%	80%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 77

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to keep up to date with news and current events

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree (7-10)	1407 67%	680 67%	726 68%	166 73%	239 67%	251 75%	263 72%	195 61%	292 60%	392 71%	427 71%	272 62%	317 64%	126 71%	62 72%	147 63%	112 65%	115 64%	94 62%	64 65%	143 74%	182 66%	195 69%	114 64%	53 91%
Neutral (4-6)	459 22%	218 21%	238 22%	42 19%	89 25%	62 19%	76 21%	74 23%	117 24%	127 23%	124 20%	100 23%	108 22%	37 21%	11 13%	57 25%	44 25%	46 25%	46 30%	18 18%	29 15%	62 23%	57 20%	50 28%	2 4%
Disagree (0-3)	184 9%	106 10%	76 7%	9 4%	19 5%	9 3%	21 6%	47 15%	79 16%	31 6%	37 6%	59 13%	58 12%	13 7%	9 10%	23 10%	14 8%	17 10%	8 5%	11 11%	20 10%	24 9%	28 10%	16 9%	3 4%
Disagree (0-2)	122 6%	68 7%	52 5%	3 1%	9 3%	5 2%	14 4%	32 10%	58 12%	23 4%	17 3%	42 10%	40 8%	8 4%	5 6%	13 5%	8 5%	14 8%	4 3%	8 8%	14 7%	18 6%	16 6%	13 7%	2 3%
Mean	7.29	7.15	7.44	7.68	7.49	7.88	7.57	6.84	6.67	7.53	7.50	6.91	7.11	7.52	7.67	6.92	7.26	7.01	7.25	7.24	7.45	7.24	7.37	7.19	8.32
Standard deviation	2.49	2.55	2.41	2.01	2.21	2.02	2.26	2.85	2.87	2.27	2.23	2.79	2.70	2.43	2.51	2.40	2.43	2.68	2.11	2.70	2.50	2.57	2.53	2.58	2.05
Standard error	0.06	0.08	0.08	0.13	0.12	0.11	0.12	0.16	0.14	0.10	0.09	0.13	0.12	0.19	0.27	0.16	0.19	0.20	0.18	0.27	0.18	0.15	0.15	0.20	0.26

Openreach Consumer Poll ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 78

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to keep up to date with news and current events

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	507 24%	318 22%	175 27%	407 24%	100 24%	295 24%	260 23%	35 28%	49 30%	21 24%	109 22%	33 31%	
9	216 10%	145 10%	65 10%	175 10%	41 10%	128 10%	118 11%	10 8%	18 11%	10 11%	52 10%	9 8%	
8	409 20%	286 20%	120 19%	331 20%	78 19%	256 21%	230 21%	26 21%	27 16%	23 26%	83 17%	21 19%	
7	275 13%	202 14%	71 11%	216 13%	59 14%	176 14%	166 15%	10 9%	11 7%	15 18%	59 12%	14 13%	
6	194 9%	130 9%	60 9%	159 9%	35 8%	115 9%	101 9%	13 11%	13 8%	6 6%	52 10%	8 7%	
5	212 10%	140 10%	70 11%	164 10%	48 12%	122 10%	110 10%	12 10%	17 11%	4 4%	55 11%	13 12%	
4	54 3%	42 3%	11 2%	41 2%	12 3%	31 2%	30 3%	1 1%	4 3%	2 3%	14 3%	2 1%	
3	63 3%	42 3%	20 3%	50 3%	13 3%	32 3%	28 3%	3 3%	5 3%	-	24 5%	2 2%	
2	52 2%	38 3%	14 2%	42 2%	10 2%	27 2%	20 2%	6 5%	5 3%	-	20 4%	-	
1	13 1%	10 1%	4 1%	10 1%	3 1%	6 *	6 1%	-	2 1%	-	5 1%	-	
0 - strongly disagree	57 3%	43 3%	14 2%	47 3%	10 2%	25 2%	22 2%	3 2%	6 3%	-	23 5%	3 3%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 78

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to keep up to date with news and current events

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		40 2%	22 2%	17 3%	36 2%	5 1%	25 2%	23 2%	2 2%	6 4%	7 8%	-	2 2%
Agree	(8-10)	1132 54%	750 53%	360 56%	912 54%	220 53%	679 55%	608 55%	71 58%	94 58%	54 61%	244 49%	62 59%
Agree	(7-10)	1407 67%	952 67%	431 67%	1129 67%	279 67%	855 69%	774 69%	81 66%	105 64%	69 78%	302 61%	76 72%
Neutral	(4-6)	459 22%	312 22%	140 22%	364 22%	95 23%	268 22%	241 22%	27 22%	35 21%	12 13%	122 24%	23 21%
Disagree	(0-3)	184 9%	133 9%	52 8%	148 9%	36 9%	89 7%	77 7%	12 10%	17 11%	-	73 15%	5 5%
Disagree	(0-2)	122 6%	90 6%	31 5%	99 6%	23 6%	57 5%	48 4%	9 7%	13 8%	-	49 10%	3 3%
Mean		7.29	7.20	7.44	7.30	7.25	7.39	7.40	7.38	7.35	8.05	6.82	7.66
Standard deviation		2.49	2.51	2.46	2.50	2.48	2.35	2.33	2.55	2.77	1.60	2.80	2.33
Standard error		0.06	0.07	0.09	0.06	0.12	0.07	0.07	0.22	0.20	0.16	0.13	0.21

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 79

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to keep up to date with news and current events

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	507	95	20	39	119	149	80	2	3	20	484	160	67	50	43	135	68	181	143	27	8	16	3	*	59
	24%	24%	37%	22%	25%	23%	25%	24%	30%	14%	25%	25%	32%	25%	18%	23%	22%	27%	29%	19%	14%	22%	43%	5%	18%
9	216	48	4	11	48	73	31	1	1	13	202	78	26	32	21	50	31	71	54	17	8	9	-	-	27
	10%	12%	6%	6%	10%	11%	10%	15%	11%	9%	10%	12%	12%	16%	9%	8%	10%	11%	11%	11%	14%	12%	-	-	8%
8	409	81	7	43	91	119	67	-	1	36	372	142	50	44	47	114	67	134	102	26	14	10	1	-	55
	20%	20%	13%	24%	19%	18%	21%	-	13%	25%	19%	22%	24%	22%	21%	19%	21%	20%	21%	18%	23%	14%	19%	-	17%
7	275	46	5	20	61	89	50	3	1	18	256	78	11	22	46	98	39	91	75	19	5	8	1	1	37
	13%	12%	8%	11%	13%	14%	16%	27%	15%	13%	13%	12%	5%	11%	20%	16%	12%	14%	15%	13%	9%	11%	7%	7%	12%
6	194	45	2	14	49	56	26	-	2	21	173	73	20	23	30	42	26	57	36	18	4	8	-	-	45
	9%	11%	4%	8%	10%	9%	8%	-	18%	15%	9%	11%	10%	11%	13%	7%	8%	9%	7%	12%	6%	11%	-	-	14%
5	212	35	7	22	45	70	32	1	-	13	198	57	19	15	23	66	30	72	38	17	9	6	-	2	38
	10%	9%	13%	12%	10%	11%	10%	13%	-	9%	10%	9%	9%	7%	10%	11%	9%	11%	8%	12%	15%	9%	-	31%	12%
4	54	10	5	6	12	15	6	-	-	4	50	21	6	10	5	9	10	10	13	4	3	3	-	-	10
	3%	3%	9%	3%	2%	2%	2%	-	-	3%	3%	3%	3%	5%	2%	2%	3%	2%	3%	3%	5%	5%	-	-	3%
3	63	8	3	7	13	18	12	1	1	6	57	14	6	2	6	18	14	16	11	8	2	2	1	2	7
	3%	2%	6%	4%	3%	3%	4%	9%	12%	4%	3%	2%	3%	1%	3%	3%	4%	2%	2%	6%	4%	3%	11%	24%	2%
2	52	11	1	8	11	17	4	-	-	6	46	9	2	3	3	18	14	16	8	3	*	2	-	*	9
	2%	3%	1%	4%	2%	3%	1%	-	-	4%	2%	1%	1%	2%	1%	3%	4%	2%	2%	2%	1%	2%	-	4%	3%
1	13	2	2	1	2	7	-	-	-	-	13	-	-	-	-	6	3	1	1	1	2	2	-	-	3
	1%	*	3%	*	*	1%	-	-	-	-	1%	-	-	-	-	1%	1%	*	*	1%	4%	2%	-	-	1%
0 - strongly disagree	57	7	-	10	8	21	8	1	-	1	56	5	1	1	3	20	11	18	9	2	-	5	1	1	12
	3%	2%	-	6%	2%	3%	3%	12%	-	1%	3%	1%	1%	*	1%	3%	3%	3%	2%	1%	-	6%	16%	9%	4%
Don't know	40	12	-	-	10	16	2	-	-	4	34	5	1	*	4	20	3	4	5	2	3	1	*	2	20
	2%	3%	-	-	2%	2%	1%	-	-	3%	2%	1%	*	*	2%	3%	1%	1%	1%	2%	4%	2%	4%	21%	6%
Agree (8-10)	1132	223	31	92	258	342	178	4	5	69	1058	380	142	127	111	299	166	386	299	70	30	35	5	*	141
	54%	56%	56%	52%	55%	52%	56%	39%	54%	48%	55%	59%	69%	62%	48%	50%	53%	58%	60%	48%	52%	49%	62%	5%	44%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 79

Q8. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the impact of broadband on your daily life

I rely on my broadband connection to keep up to date with news and current events

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1407 67%	269 67%	36 64%	112 63%	319 68%	430 66%	228 72%	6 66%	6 70%	86 61%	1313 68%	458 71%	153 74%	149 73%	156 68%	397 67%	205 65%	477 71%	374 76%	89 61%	35 61%	43 60%	5 69%	1 12%	178 55%
Neutral (4-6)	459 22%	90 23%	14 26%	41 23%	105 22%	141 22%	64 20%	1 13%	2 18%	38 27%	420 22%	151 24%	45 22%	48 24%	58 25%	117 20%	66 21%	139 21%	86 17%	39 27%	15 27%	18 25%	- -	2 31%	92 29%
Disagree (0-3)	184 9%	29 7%	5 10%	25 14%	34 7%	64 10%	25 8%	2 21%	1 12%	13 9%	171 9%	28 4%	9 5%	6 3%	12 5%	61 10%	41 13%	50 7%	29 6%	15 10%	5 8%	10 14%	2 27%	3 37%	30 9%
Disagree (0-2)	122 6%	21 5%	2 4%	19 10%	21 4%	45 7%	13 4%	1 12%	- -	7 5%	114 6%	14 2%	3 2%	4 2%	6 3%	43 7%	28 9%	34 5%	18 4%	6 4%	3 5%	8 11%	1 16%	1 13%	23 7%
Mean	7.29	7.42	7.33	6.81	7.43	7.19	7.41	6.55	7.60	7.00	7.31	7.61	7.88	7.71	7.29	7.15	7.00	7.48	7.69	7.05	7.00	6.81	6.95	4.17	6.89
Standard deviation	2.49	2.37	2.71	2.81	2.36	2.58	2.37	3.43	2.38	2.23	2.51	2.11	2.15	2.06	2.09	2.57	2.68	2.41	2.28	2.39	2.40	2.94	4.04	2.58	2.57
Standard error	0.06	0.11	0.36	0.22	0.11	0.11	0.14	1.14	0.72	0.20	0.06	0.09	0.15	0.15	0.14	0.11	0.15	0.09	0.10	0.20	0.34	0.35	1.28	0.91	0.14

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Absolutes/col percents

Table 80

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?

Summary**Base: All respondents**

		Being able to work from home rather than driving to work every day	Being able to work from home rather than taking public transport to work every day	Being able to check in with friends and family remotely rather than travelling to see them	Being able to make cheaper purchases online and have things delivered rather than travelling to a shop	Other savings through being online (e.g. access to online deals and discounts)
Unweighted base		2091	2091	2091	2091	2091
Weighted base		2091	2091	2091	2091	2091
0	(0)	1363 65%	1455 70%	817 39%	541 26%	565 27%
£1-20	(10)	335 16%	280 13%	750 36%	954 46%	956 46%
£21-40	(30)	229 11%	176 8%	272 13%	349 17%	311 15%
£41-60	(50)	78 4%	95 5%	102 5%	119 6%	120 6%
£61-80	(70)	46 2%	45 2%	52 3%	51 2%	71 3%
£81-100	(90)	19 1%	18 1%	29 1%	42 2%	38 2%
£101+	(120)	21 1%	21 1%	68 3%	34 2%	31 1%
NET: £1 or more		728 35%	636 30%	1274 61%	1550 74%	1526 73%
Mean		10.31	9.66	16.86	17.93	17.69
Standard deviation		20.65	20.81	26.40	23.19	23.20
Standard error		0.45	0.46	0.58	0.51	0.51
Mean (excluding 0)		29.61	31.76	27.67	24.19	24.24

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Absolutes/col percents

Table 81

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to work from home rather than driving to work every day****Base: All respondents**

	Gender			Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
0	(0)	1363 65%	632 62%	728 68%	98 43%	168 47%	164 49%	230 63%	251 79%	451 92%	298 54%	369 61%	309 70%	387 78%	135 76%	58 68%	149 64%	101 58%	113 63%	96 63%	61 62%	134 69%	156 57%	201 71%	126 70%	32 55%
£1-20	(10)	335 16%	167 16%	168 16%	52 23%	77 21%	70 21%	76 21%	37 12%	23 5%	106 19%	111 18%	69 16%	49 10%	21 12%	7 8%	46 20%	32 19%	44 24%	25 16%	21 22%	26 13%	43 16%	30 11%	27 15%	13 22%
£21-40	(30)	229 11%	124 12%	104 10%	46 20%	56 16%	63 19%	38 11%	19 6%	7 1%	81 15%	80 13%	35 8%	34 7%	12 7%	13 15%	24 10%	27 15%	15 8%	5 10%	20 5%	43 16%	36 12%	14 8%	6 10%	
£41-60	(50)	78 4%	46 5%	30 3%	10 4%	24 7%	20 6%	11 3%	4 1%	8 2%	29 5%	22 4%	15 3%	12 2%	6 3%	2 3%	8 3%	10 6%	4 2%	7 4%	4 4%	5 2%	15 5%	9 3%	7 4%	3 4%
£61-80	(70)	46 2%	26 3%	20 2%	12 5%	18 5%	6 2%	5 1%	4 1%	-	21 4%	13 2%	6 1%	6 1%	1 1%	4 5%	2 1%	-	3 2%	3 2%	6 6%	6 3%	10 4%	5 2%	5 3%	2 3%
£81-100	(90)	19 1%	11 1%	8 1%	4 2%	10 3%	3 1%	1 *	1 *	-	6 1%	3 1%	1 *	9 2%	1 1%	1 1%	3 1%	1 1%	-	1 1%	-	3 2%	8 3%	-	-	1 1%
£101+	(120)	21 1%	12 1%	8 1%	4 2%	5 2%	8 2%	1 *	2 1%	-	10 2%	6 1%	3 1%	1 *	1 1%	-	1 *	1 1%	1 1%	5 3%	2 2%	1 1%	1 *	4 1%	1 1%	2 4%
NET: £1 or more		728 35%	387 38%	338 32%	128 57%	191 53%	169 51%	134 37%	68 21%	37 8%	252 46%	235 39%	129 30%	111 22%	42 24%	27 32%	83 36%	72 42%	67 37%	55 37%	38 38%	61 31%	120 43%	83 29%	53 30%	26 45%
Mean		10.31	11.78	8.85	18.03	18.12	15.65	8.57	5.65	1.67	14.84	10.81	7.78	6.91	6.90	11.21	8.94	11.14	7.77	12.53	11.62	9.94	14.38	9.27	8.30	15.26
Standard deviation		20.65	22.10	19.03	25.53	26.48	24.46	16.47	15.84	7.33	24.69	20.07	17.67	17.75	17.69	20.78	17.96	19.05	15.76	25.84	23.37	20.85	23.29	20.12	18.04	28.40
Standard error		0.45	0.69	0.59	1.61	1.36	1.36	0.88	0.86	0.35	1.08	0.81	0.82	0.80	1.36	2.23	1.21	1.44	1.17	2.13	2.29	1.50	1.34	1.19	1.43	3.55
Mean (excluding 0)		29.61	31.02	27.90	31.89	34.04	30.80	23.35	26.37	21.95	32.36	27.77	26.39	30.98	28.93	35.16	24.95	26.73	20.99	34.30	30.37	31.76	33.15	31.67	27.96	34.26

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Absolutes/col percents

Table 82

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?

Being able to work from home rather than driving to work every day

Base: All respondents

	Property ownership					Working status						House person, housewife, househusband etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
0	(0)	1363 65%	919 65%	427 67%	1074 64%	290 70%	611 49%	553 50%	58 48%	143 88%	44 50%	475 96%	90 85%
£1-20	(10)	335 16%	245 17%	83 13%	269 16%	66 16%	286 23%	253 23%	33 27%	7 4%	20 22%	12 2%	11 10%
£21-40	(30)	229 11%	150 11%	77 12%	201 12%	28 7%	194 16%	179 16%	15 12%	6 4%	20 22%	5 1%	5 5%
£41-60	(50)	78 4%	52 4%	24 4%	60 4%	18 4%	70 6%	60 5%	10 8%	3 2%	1 1%	4 1%	- -
£61-80	(70)	46 2%	24 2%	20 3%	37 2%	9 2%	41 3%	38 3%	3 2%	1 1%	2 3%	1 *	1 1%
£81-100	(90)	19 1%	13 1%	5 1%	18 1%	1 *	16 1%	16 1%	- -	2 1%	1 1%	1 *	- -
£101+	(120)	21 1%	16 1%	4 1%	18 1%	3 1%	19 2%	16 1%	3 3%	1 *	* 1%	- -	- -
NET: £1 or more		728 35%	500 35%	213 33%	603 36%	125 30%	626 51%	561 50%	64 52%	20 12%	44 50%	22 4%	16 15%
Mean		10.31	10.10	10.40	10.78	8.40	15.19	15.16	15.44	4.60	12.76	1.21	2.75
Standard deviation		20.65	20.55	20.23	21.11	18.57	23.82	23.70	25.03	16.04	19.23	7.21	8.43
Standard error		0.45	0.58	0.72	0.51	0.93	0.69	0.73	2.15	1.15	1.82	0.33	0.77
Mean (excluding 0)		29.61	28.67	31.30	29.97	27.87	30.03	30.09	29.45	37.06	25.65	27.04	18.22

Openreach Consumer Poll

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Absolutes/col percents

Table 83

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to work from home rather than driving to work every day****Base: All respondents**

	Type of property										Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
0	(0)	1363 65%	256 64%	34 61%	142 80%	307 66%	408 63%	199 62%	8 87%	8 95%	59 42%	1298 67%	163 25%	66 32%	46 23%	51 22%	448 75%	222 70%	447 67%	299 60%	82 56%	33 57%	37 51%	6 80%	7 88%	231 72%
£1-20	(10)	335 16%	56 14%	8 15%	16 9%	69 15%	120 18%	65 20%	* 4%	* 5%	30 21%	304 16%	204 32%	47 23%	63 31%	94 41%	81 14%	38 12%	114 17%	89 18%	24 16%	5 8%	14 20%	1 8%	1 12%	50 15%
£21-40	(30)	229 11%	60 15%	5 9%	10 5%	56 12%	69 11%	29 9%	1 9%	-	21 15%	207 11%	146 23%	46 22%	47 23%	53 23%	48 8%	32 10%	68 10%	54 11%	25 17%	17 29%	11 16%	1 12%	-	21 7%
£41-60	(50)	78 4%	17 4%	2 4%	4 2%	15 3%	26 4%	13 4%	-	-	9 6%	69 4%	59 9%	25 12%	18 9%	15 7%	11 2%	10 3%	20 3%	24 5%	6 4%	2 3%	4 6%	-	-	12 4%
£61-80	(70)	46 2%	1 *	3 6%	5 3%	13 3%	15 2%	8 3%	-	-	15 11%	29 1%	36 6%	12 6%	14 7%	10 4%	5 1%	9 3%	10 1%	14 3%	4 3%	-	4 6%	-	-	5 2%
£81-100	(90)	19 1%	8 2%	2 4%	1 *	4 1%	4 1%	-	-	-	2 2%	17 1%	16 2%	4 2%	8 4%	4 2%	1 *	1 *	5 1%	8 2%	2 1%	-	2 3%	-	-	1 *
£101+	(120)	21 1%	2 1%	1 2%	1 1%	4 1%	8 1%	5 2%	-	-	4 3%	16 1%	18 3%	7 3%	8 4%	3 1%	1 *	4 1%	6 1%	6 1%	2 1%	2 3%	-	-	-	* *
NET: £1 or more		728 35%	145 36%	22 39%	36 20%	161 34%	242 37%	120 38%	1 13%	* 5%	82 58%	641 33%	479 75%	142 68%	158 77%	179 78%	147 25%	93 30%	222 33%	196 40%	64 44%	25 43%	36 49%	2 20%	1 12%	90 28%
Mean		10.31	10.63	16.05	6.64	10.39	10.69	10.54	2.98	0.50	22.50	9.36	24.08	25.03	27.33	20.34	5.60	9.54	8.96	12.51	14.02	14.24	15.99	4.34	1.19	7.14
Standard deviation		20.65	19.86	28.83	17.88	20.45	20.99	21.21	8.99	2.33	30.30	19.41	27.67	29.10	30.42	23.10	13.32	20.97	19.00	23.20	23.42	23.01	23.72	10.43	3.48	16.02
Standard error		0.45	0.93	3.85	1.38	0.94	0.85	1.21	3.00	0.70	2.73	0.44	1.12	2.04	2.25	1.55	0.55	1.19	0.75	1.05	1.93	3.16	2.78	3.15	1.16	0.86
Mean (excluding 0)		29.61	29.48	40.65	32.66	30.19	28.70	28.00	23.50	10.00	38.74	28.31	32.28	36.57	35.32	26.18	22.70	32.22	27.01	31.63	32.08	33.05	32.39	21.70	10.00	25.44

Openreach Consumer Poll
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Absolutes/col percents

Table 84

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to work from home rather than taking public transport to work every day****Base: All respondents**

	Gender			Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
0	(0)	1455 70%	668 66%	784 74%	92 41%	180 50%	194 58%	264 72%	260 81%	466 95%	317 58%	422 70%	325 74%	391 78%	127 71%	66 77%	164 71%	117 67%	117 65%	111 74%	77 78%	147 76%	206 52%	138 73%	41 70%	
£1-20	(10)	280 13%	147 14%	134 13%	59 26%	67 19%	62 19%	50 14%	28 9%	14 3%	103 19%	80 13%	50 11%	47 9%	29 16%	6 7%	33 14%	29 17%	44 25%	14 9%	10 10%	12 6%	41 15%	29 10%	13 22%	
£21-40	(30)	176 8%	102 10%	72 7%	38 17%	51 14%	38 11%	27 7%	15 5%	7 1%	57 10%	47 8%	35 8%	37 7%	13 7%	6 8%	19 7%	12 7%	13 7%	3 3%	16 8%	40 14%	26 9%	12 6%	4 6%	
£41-60	(50)	95 5%	60 6%	35 3%	17 7%	31 9%	21 6%	15 4%	10 3%	1 *	36 7%	24 4%	19 4%	16 3%	2 1%	4 4%	6 3%	11 6%	3 2%	4 3%	6 6%	13 7%	31 11%	12 4%	3 1%	-
£61-80	(70)	45 2%	24 2%	21 2%	16 7%	14 4%	6 2%	6 2%	3 1%	1 *	18 3%	16 3%	7 2%	5 1%	6 3%	2 2%	4 2%	3 2%	2 2%	1 1%	2 1%	13 5%	6 2%	5 3%	-	
£81-100	(90)	18 1%	11 1%	7 1%	1 *	11 3%	5 1%	-	2 1%	-	8 2%	6 1%	1 *	3 1%	1 *	4 2%	-	1 1%	4 3%	-	1 *	4 1%	-	2 1%	1 2%	
£101+	(120)	21 1%	8 1%	14 1%	4 2%	5 1%	7 2%	2 1%	3 1%	-	11 2%	8 1%	2 *	1 *	1 *	2 2%	2 1%	1 1%	-	2 2%	2 1%	3 1%	3 1%	6 2%	1 1%	-
NET: £1 or more		636 30%	352 34%	283 26%	134 59%	180 50%	139 42%	100 28%	60 19%	23 5%	234 42%	182 30%	113 26%	108 22%	51 29%	20 23%	68 29%	57 33%	63 35%	40 26%	22 22%	47 24%	131 48%	78 27%	42 23%	18 30%
Mean		9.66	10.94	8.43	18.79	17.64	13.45	7.55	5.99	0.94	14.37	10.01	7.34	6.06	7.49	9.12	8.93	9.17	6.79	10.26	7.62	9.26	17.08	9.66	7.23	5.81
Standard deviation		20.81	21.15	20.45	25.61	26.38	24.43	17.17	17.66	5.41	25.49	21.98	16.67	15.19	17.52	22.94	20.33	18.99	13.99	23.94	20.32	21.28	24.76	22.09	18.60	14.25
Standard error		0.46	0.66	0.63	1.62	1.35	1.36	0.91	0.96	0.26	1.12	0.89	0.77	0.68	1.34	2.46	1.36	1.44	1.04	1.97	1.99	1.53	1.42	1.31	1.47	1.78
Mean (excluding 0)		31.76	31.72	31.82	31.64	35.27	32.25	27.42	32.13	20.02	33.87	33.23	28.57	28.05	26.06	39.72	30.47	28.10	19.40	39.03	34.51	38.32	35.87	35.14	30.97	19.31

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Absolutes/col percents

Table 85

**Q9. Thinking about your personal experience, how much money are you able to save each week through the following?
Being able to work from home rather than taking public transport to work every day**

Base: All respondents

	Property ownership					Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
0	(0)	1455 70%	1033 73%	404 63%	1126 67%	329 79%	705 57%	636 57%	69 56%	140 86%	38 43%	481 97%	92 87%
£1-20	(10)	280 13%	183 13%	89 14%	244 15%	36 9%	227 18%	201 18%	25 21%	8 5%	29 33%	8 2%	8 7%
£21-40	(30)	176 8%	94 7%	80 13%	151 9%	25 6%	149 12%	140 13%	9 7%	6 4%	11 13%	5 1%	4 3%
£41-60	(50)	95 5%	56 4%	37 6%	86 5%	9 2%	85 7%	73 7%	12 9%	4 2%	5 5%	1 *	1 1%
£61-80	(70)	45 2%	29 2%	15 2%	36 2%	9 2%	37 3%	34 3%	3 2%	2 1%	4 5%	1 *	1 1%
£81-100	(90)	18 1%	10 1%	8 1%	18 1%	- -	16 1%	13 1%	3 2%	1 1%	1 1%	- -	1 1%
£101+	(120)	21 1%	15 1%	7 1%	16 1%	6 1%	19 2%	16 1%	3 2%	1 1%	- -	1 *	1 1%
NET: £1 or more		636 30%	386 27%	235 37%	551 33%	85 21%	532 43%	478 43%	54 44%	23 14%	50 57%	16 3%	14 13%
Mean		9.66	8.54	12.01	10.33	6.93	13.93	13.80	15.08	5.33	13.79	0.95	3.95
Standard deviation		20.81	20.11	22.11	21.11	19.34	23.90	23.61	26.51	17.55	19.66	7.06	14.73
Standard error		0.46	0.57	0.79	0.51	0.97	0.69	0.72	2.28	1.26	1.86	0.33	1.34
Mean (excluding 0)		31.76	31.41	32.62	31.45	33.77	32.37	32.15	34.35	37.46	24.30	28.84	29.30

Openreach Consumer Poll
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Absolutes/col percents

Table 86

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to work from home rather than taking public transport to work every day****Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
0	(0)	1455 70%	221 55%	37 67%	141 79%	347 74%	459 71%	231 72%	9 96%	8 95%	76 54%	1373 71%	229 36%	74 36%	64 31%	91 40%	476 80%	222 70%	482 72%	321 65%	96 66%	35 59%	40 56%	6 76%	7 95%	247 77%
£1-20	(10)	280 13%	72 18%	4 8%	14 8%	50 11%	91 14%	48 15%	- -	* 5%	13 9%	266 14%	162 25%	43 21%	58 28%	61 27%	65 11%	39 12%	84 13%	83 17%	12 8%	11 20%	12 17%	* 4%	- -	38 12%
£21-40	(30)	176 8%	63 16%	3 5%	10 5%	44 9%	43 7%	14 4%	* -	- -	14 10%	161 8%	118 18%	38 18%	37 18%	44 19%	31 5%	23 7%	48 7%	43 9%	24 17%	11 18%	9 13%	- -	* 5%	18 6%
£41-60	(50)	95 5%	32 8%	8 14%	6 3%	11 2%	24 4%	15 5%	- -	- -	21 15%	72 4%	74 12%	26 13%	31 15%	17 7%	11 2%	22 7%	28 4%	22 4%	7 4%	- -	5 8%	1 12%	- -	10 3%
£61-80	(70)	45 2%	5 1%	2 4%	5 3%	10 2%	17 3%	6 2%	- -	- -	9 6%	37 2%	27 4%	14 7%	3 2%	10 4%	10 2%	5 1%	17 2%	13 3%	6 4%	- -	2 3%	- -	- -	3 1%
£81-100	(90)	18 1%	4 1%	- -	2 1%	1 *	8 1%	3 1%	- -	- -	7 5%	11 1%	14 2%	4 2%	4 2%	5 2%	2 *	1 *	6 1%	6 1%	1 1%	- -	3 4%	- -	- -	2 *
£101+	(120)	21 1%	5 1%	1 2%	1 1%	4 1%	8 1%	2 1%	- -	- -	1 1%	20 1%	18 3%	9 4%	7 3%	3 1%	1 *	4 1%	6 1%	6 1%	- -	2 3%	- -	1 8%	- -	4 1%
NET: £1 or more		636 30%	180 45%	18 33%	37 21%	121 26%	191 29%	88 28%	* 4%	* 5%	65 46%	566 29%	413 64%	134 64%	140 69%	139 60%	119 20%	93 30%	188 28%	173 35%	50 34%	24 41%	32 44%	2 24%	* 5%	74 23%
Mean		9.66	13.58	14.48	7.31	7.97	9.69	8.12	1.24	0.50	21.13	8.80	22.07	25.33	22.79	18.48	5.15	9.61	9.05	10.93	11.55	10.59	14.78	15.84	1.38	6.86
Standard deviation		20.81	21.95	26.15	19.08	18.93	21.99	19.18	6.30	2.33	29.23	19.82	27.91	30.86	27.84	24.70	14.13	20.71	20.43	22.18	19.93	21.31	23.60	37.07	6.74	18.52
Standard error		0.46	1.03	3.49	1.48	0.87	0.89	1.09	2.10	0.70	2.64	0.45	1.13	2.17	2.06	1.65	0.58	1.18	0.80	1.00	1.64	2.93	2.76	11.18	2.25	0.99
Mean (excluding 0)		31.76	30.26	44.12	35.33	30.91	32.96	29.44	30.00	10.00	45.96	30.12	34.29	39.30	33.22	30.56	25.70	32.50	32.27	31.21	33.85	26.06	33.39	66.61	30.00	29.68

Openreach Consumer Poll
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Absolutes/col percents

Table 87

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to check in with friends and family remotely rather than travelling to see them****Base: All respondents**

	Gender			Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
0	(0)	817 39%	402 39%	413 39%	46 20%	101 28%	111 33%	146 40%	155 49%	258 53%	165 30%	245 41%	187 43%	219 44%	68 38%	38 44%	104 45%	67 39%	69 38%	51 34%	38 39%	78 40%	98 36%	114 40%	71 39%	20 35%
£1-20	(10)	750 36%	366 36%	383 36%	95 42%	122 34%	107 32%	153 42%	112 35%	160 33%	220 40%	214 35%	152 35%	165 33%	70 39%	30 35%	72 31%	62 36%	69 38%	58 39%	41 41%	71 37%	86 31%	105 37%	66 37%	20 35%
£21-40	(30)	272 13%	127 12%	144 14%	48 21%	60 17%	62 19%	33 9%	33 10%	35 7%	89 16%	65 11%	55 12%	64 13%	17 10%	7 8%	32 14%	21 12%	28 16%	19 12%	9 9%	23 12%	47 17%	33 12%	28 16%	9 15%
£41-60	(50)	102 5%	51 5%	51 5%	15 6%	29 8%	20 6%	16 4%	6 2%	17 3%	37 7%	28 5%	24 6%	13 3%	5 3%	1 5%	12 4%	7 5%	8 7%	11 4%	4 4%	12 6%	20 7%	16 6%	5 3%	1 1%
£61-80	(70)	52 3%	34 3%	18 2%	8 3%	14 4%	16 5%	8 2%	3 1%	4 1%	13 2%	17 3%	9 2%	13 3%	4 2%	5 5%	4 2%	4 2%	7 4%	3 3%	6 3%	7 3%	3 1%	5 3%	- -	
£81-100	(90)	29 1%	13 1%	16 1%	6 3%	10 3%	4 1%	1 *	3 1%	4 1%	8 2%	11 2%	5 1%	5 1%	1 *	1 1%	4 2%	1 1%	- -	2 1%	2 2%	2 1%	10 4%	3 1%	2 1%	1 1%
£101+	(120)	68 3%	26 3%	42 4%	9 4%	22 6%	12 4%	7 2%	7 2%	11 2%	17 3%	24 4%	7 2%	20 4%	12 7%	4 5%	2 1%	12 7%	1 1%	4 3%	2 2%	2 1%	8 3%	10 4%	3 2%	7 12%
NET: £1 or more		1274 61%	617 61%	654 61%	181 80%	258 72%	222 67%	219 60%	164 51%	231 47%	385 70%	358 59%	252 57%	279 56%	110 62%	48 56%	128 55%	107 61%	111 62%	100 66%	60 61%	116 60%	178 64%	170 60%	109 61%	38 65%
Mean		16.86	16.41	17.29	23.53	25.08	20.75	13.35	11.54	11.18	19.05	17.42	14.38	15.95	18.53	17.11	14.16	19.81	13.32	18.34	14.71	14.82	20.29	16.11	14.87	24.48
Standard deviation		26.40	25.38	27.39	28.67	32.45	28.12	21.91	21.50	22.25	26.22	28.29	22.52	27.23	31.51	30.18	21.95	32.27	18.22	26.03	23.46	22.14	27.92	26.29	22.84	38.58
Standard error		0.58	0.79	0.85	1.81	1.66	1.56	1.16	1.17	1.06	1.15	1.15	1.04	1.23	2.42	3.24	1.47	2.44	1.35	2.15	2.30	1.59	1.60	1.56	1.81	4.82
Mean (excluding 0)		27.67	27.12	28.21	29.48	34.90	31.15	22.24	22.48	23.64	27.24	29.34	25.04	28.48	30.04	30.56	25.70	32.27	21.62	27.63	24.08	24.77	31.51	26.90	24.54	37.64

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Absolutes/col percents

Table 88

**Q9. Thinking about your personal experience, how much money are you able to save each week through the following?
Being able to check in with friends and family remotely rather than travelling to see them**
Base: All respondents

	Property ownership					Working status						House person, housewife, househusband etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
0	(0)	817 39%	590 42%	211 33%	638 38%	179 43%	418 34%	372 33%	46 37%	75 46%	16 18%	265 53%	42 40%
£1-20	(10)	750 36%	512 36%	227 35%	592 35%	158 38%	464 38%	420 38%	44 36%	56 34%	39 44%	156 31%	35 33%
£21-40	(30)	272 13%	167 12%	103 16%	223 13%	49 12%	183 15%	166 15%	16 13%	21 13%	17 20%	37 7%	15 14%
£41-60	(50)	102 5%	70 5%	31 5%	91 5%	11 3%	69 6%	59 5%	11 9%	1 1%	8 9%	18 4%	6 6%
£61-80	(70)	52 3%	24 2%	28 4%	47 3%	6 1%	38 3%	36 3%	1 1%	6 4%	2 2%	5 1%	2 2%
£81-100	(90)	29 1%	18 1%	10 2%	25 1%	4 1%	18 1%	17 2%	* *	2 1%	3 3%	3 1%	3 3%
£101+	(120)	68 3%	37 3%	29 5%	61 4%	8 2%	47 4%	44 4%	4 3%	2 1%	3 4%	13 3%	2 2%
NET: £1 or more	1274 61%	828 58%	429 67%	1038 62%	236 57%	819 66%	742 67%	77 63%	88 54%	72 82%	232 47%	64 60%	
Mean	16.86	15.13	20.85	17.87	12.78	18.99	19.24	16.66	12.89	23.56	11.62	17.22	
Standard deviation	26.40	24.61	29.61	27.39	21.51	27.66	27.95	24.82	21.96	28.19	23.17	26.19	
Standard error	0.58	0.70	1.05	0.67	1.08	0.80	0.86	2.14	1.58	2.66	1.07	2.38	
Mean (excluding 0)	27.67	25.91	31.11	28.85	22.46	28.67	28.88	26.60	23.95	28.82	24.91	28.67	

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Absolutes/col percents

Table 89

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to check in with friends and family remotely rather than travelling to see them****Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other			
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
0	(0)	817 39%	132 33%	21 38%	83 46%	199 43%	250 38%	124 39%	6 61%	2 21%	52 37%	762 39%	167 26%	52 25%	45 22%	70 30%	251 42%	129 41%	257 38%	175 35%	42 29%	22 38%	24 33%	4 46%	5 63%	158 49%
£1-20	(10)	750 36%	132 33%	14 24%	57 32%	168 36%	240 37%	133 42%	2 23%	5 55%	27 19%	718 37%	233 36%	77 37%	72 36%	84 36%	232 39%	106 34%	250 37%	196 40%	56 38%	17 30%	21 29%	3 34%	2 30%	98 31%
£21-40	(30)	272 13%	66 16%	10 17%	16 9%	57 12%	96 15%	28 9%	- -	- -	32 23%	240 12%	124 19%	36 17%	44 22%	59 10%	37 12%	93 14%	59 12%	26 18%	13 22%	10 14%	- -	- -	34 11%	
£41-60	(50)	102 5%	23 6%	6 11%	6 3%	23 5%	32 5%	11 4%	- -	1 12%	14 10%	87 4%	54 8%	24 11%	14 7%	16 7%	16 3%	23 7%	23 3%	27 6%	9 6%	4 7%	3 5%	1 12%	- -	12 4%
£61-80	(70)	52 3%	16 4%	- -	4 2%	12 3%	13 2%	5 2%	1 11%	1 6%	6 5%	44 2%	29 5%	6 3%	14 7%	8 4%	8 1%	2 1%	19 3%	9 2%	8 5%	1 2%	6 8%	- -	- -	7 2%
£81-100	(90)	29 1%	8 2%	3 5%	2 1%	1 *	9 1%	5 2%	- -	* 5%	5 3%	24 1%	12 2%	2 1%	5 3%	4 2%	6 1%	5 1%	9 1%	5 1%	2 2%	- -	4 5%	- -	- -	4 1%
£101+	(120)	68 3%	24 6%	2 4%	11 6%	7 2%	10 2%	13 4%	* 4%	- -	5 3%	64 3%	24 4%	12 6%	7 4%	4 2%	23 4%	12 4%	19 3%	22 5%	2 2%	* 1%	4 6%	1 8%	1 7%	7 2%
NET: £1 or more	1274 61%	269 67%	35 62%	95 54%	269 57%	401 62%	195 61%	4 39%	7 79%	90 63%	1177 61%	475 74%	156 75%	158 78%	161 70%	344 58%	185 59%	412 62%	319 65%	103 71%	36 62%	48 67%	4 54%	3 37%	163 51%	
Mean	16.86	22.96	23.11	17.48	13.67	15.18	15.83	15.23	20.47	23.97	16.32	22.93	24.41	25.40	19.43	14.73	17.10	16.12	18.05	19.36	15.39	26.52	18.88	11.89	13.38	
Standard deviation	26.40	32.15	31.42	31.30	21.47	22.50	27.05	32.42	27.17	29.62	26.09	28.37	30.63	29.36	24.93	26.24	27.46	25.20	28.18	24.57	19.57	35.02	36.02	33.17	23.60	
Standard error	0.58	1.51	4.20	2.42	0.99	0.91	1.54	10.81	8.19	2.67	0.59	1.15	2.15	2.17	1.67	1.08	1.56	0.99	1.27	2.03	2.69	4.10	10.86	11.06	1.26	
Mean (excluding 0)	27.67	34.24	36.98	32.67	23.80	24.64	25.91	39.26	26.02	37.88	26.88	30.97	32.48	32.66	27.84	25.48	29.01	26.17	27.93	27.29	24.96	39.81	35.29	31.73	26.37	

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Absolutes/col percents

Table 90

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to make cheaper purchases online and have things delivered rather than travelling to a shop****Base: All respondents**

	Gender			Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
0	(0)	541 26%	259 25%	281 26%	45 20%	84 23%	65 20%	83 23%	95 30%	169 35%	101 18%	180 30%	118 27%	143 29%	44 25%	31 36%	66 28%	48 28%	52 29%	34 23%	26 26%	50 26%	69 25%	69 24%	45 25%	8 14%
£1-20	(10)	954 46%	469 46%	482 45%	103 45%	145 40%	132 40%	193 53%	155 49%	226 46%	279 51%	268 44%	195 44%	212 42%	90 50%	34 39%	103 44%	76 44%	89 49%	61 40%	40 40%	97 50%	109 40%	149 52%	80 45%	27 46%
£21-40	(30)	349 17%	170 17%	177 17%	46 20%	57 16%	89 27%	58 16%	41 13%	58 12%	98 18%	92 15%	73 17%	85 17%	27 15%	13 15%	34 18%	32 18%	24 13%	17 23%	27 17%	56 20%	39 14%	31 17%	15 25%	
£41-60	(50)	119 6%	62 6%	57 5%	14 6%	35 10%	23 7%	9 2%	13 4%	25 5%	31 6%	30 5%	26 6%	33 7%	6 3%	4 5%	11 5%	9 5%	11 6%	10 7%	7 6%	12 6%	20 7%	13 5%	15 8%	3 5%
£61-80	(70)	51 2%	22 2%	30 3%	11 5%	14 4%	9 3%	5 1%	5 1%	7 1%	12 2%	17 3%	13 3%	10 2%	5 1%	1 4%	10 4%	2 1%	1 2%	3 4%	4 2%	9 3%	7 2%	5 3%	1 2%	
£81-100	(90)	42 2%	20 2%	22 2%	4 2%	12 3%	7 2%	13 3%	5 1%	1 *	14 3%	13 2%	4 1%	11 2%	3 2%	3 4%	6 3%	5 3%	1 1%	5 3%	3 3%	3 2%	6 2%	5 2%	2 1%	1 1%
£101+	(120)	34 2%	18 2%	17 2%	4 2%	12 3%	7 2%	4 1%	6 2%	2 *	16 3%	4 1%	9 2%	6 1%	2 1%	-	3 1%	3 2%	3 2%	4 3%	3 1%	1 3%	7 3%	2 1%	2 1%	4 7%
NET: £1 or more		1550 74%	760 75%	785 74%	181 80%	275 77%	268 80%	281 77%	225 70%	320 65%	450 82%	424 70%	320 73%	356 71%	134 75%	55 64%	166 72%	126 72%	128 71%	116 77%	72 74%	144 74%	207 75%	216 76%	135 75%	50 86%
Mean		17.93	18.01	17.88	20.71	23.33	21.93	16.68	15.29	12.58	20.43	16.15	17.79	17.42	16.57	15.04	18.05	17.60	14.66	21.55	21.28	15.78	20.95	15.92	17.78	24.86
Standard deviation		23.19	23.21	23.23	24.10	28.52	24.35	22.09	22.04	16.85	25.60	21.20	23.32	22.41	21.88	20.76	24.10	23.35	19.94	26.31	27.63	19.85	25.89	20.38	21.21	30.49
Standard error		0.51	0.72	0.72	1.52	1.46	1.35	1.17	1.20	0.80	1.12	0.86	1.08	1.01	1.68	2.23	1.62	1.77	1.48	2.17	2.71	1.43	1.49	1.21	1.68	3.81
Mean (excluding 0)		24.19	24.13	24.28	25.88	30.49	27.27	21.63	21.74	19.21	25.01	23.00	24.38	24.40	22.04	23.41	25.18	24.29	20.57	27.92	28.92	21.28	27.94	20.98	23.69	29.00

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Absolutes/col percents

Table 91

**Q9. Thinking about your personal experience, how much money are you able to save each week through the following?
Being able to make cheaper purchases online and have things delivered rather than travelling to a shop**

Base: All respondents

	Property ownership					Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
0	(0)	541 26%	360 25%	173 27%	431 26%	111 27%	283 23%	252 23%	31 25%	52 32%	19 21%	165 33%	23 21%
£1-20	(10)	954 46%	682 48%	259 40%	761 45%	192 46%	574 46%	511 46%	63 52%	59 36%	35 40%	233 47%	52 49%
£21-40	(30)	349 17%	231 16%	112 18%	279 17%	70 17%	213 17%	198 18%	15 12%	32 20%	25 28%	62 13%	16 15%
£41-60	(50)	119 6%	71 5%	48 7%	100 6%	19 5%	71 6%	67 6%	4 3%	10 6%	6 7%	26 5%	7 6%
£61-80	(70)	51 2%	33 2%	17 3%	45 3%	7 2%	36 3%	33 3%	3 3%	3 2%	3 4%	6 1%	4 3%
£81-100	(90)	42 2%	20 1%	20 3%	31 2%	11 3%	34 3%	32 3%	2 2%	4 2%	*	2 *	2 2%
£101+	(120)	34 2%	23 2%	12 2%	30 2%	5 1%	26 2%	21 2%	4 3%	2 1%	-	4 1%	3 3%
NET: £1 or more	1550 74%	1059 75%	467 73%	1246 74%	304 73%	954 77%	862 77%	92 75%	111 68%	70 79%	332 67%	83 79%	
Mean	17.93	16.98	19.94	18.19	16.85	19.68	19.88	17.90	17.82	18.69	13.05	19.84	
Standard deviation	23.19	22.10	25.30	23.48	21.99	24.93	24.81	26.05	23.20	18.10	17.66	25.67	
Standard error	0.51	0.63	0.90	0.57	1.10	0.72	0.76	2.24	1.67	1.71	0.82	2.33	
Mean (excluding 0)	24.19	22.75	27.31	24.48	22.98	25.52	25.69	23.86	26.23	23.69	19.53	25.27	

Openreach Consumer Poll
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Absolutes/col percents

Table 92

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Being able to make cheaper purchases online and have things delivered rather than travelling to a shop****Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other			
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
0	(0)	541 26%	106 26%	15 27%	51 28%	130 28%	171 26%	65 20%	4 39%	* 5%	32 23%	506 26%	104 16%	37 18%	22 11%	46 20%	179 30%	78 25%	149 22%	107 22%	39 27%	16 28%	17 24%	2 31%	6 85%	125 39%
£1-20	(10)	954 46%	177 44%	16 29%	81 45%	209 45%	289 44%	170 53%	5 56%	6 70%	58 41%	892 46%	312 49%	288 47%	107 52%	107 46%	263 44%	148 47%	327 49%	237 48%	58 40%	24 42%	23 32%	4 49%	1 15%	130 41%
£21-40	(30)	349 17%	67 17%	10 18%	26 15%	83 18%	109 17%	51 16%	- -	2 19%	22 16%	325 17%	119 19%	43 21%	33 16%	43 16%	94 16%	52 15%	103 20%	99 17%	25 17%	15 26%	15 21%	- -	- -	39 12%
£41-60	(50)	119 6%	21 5%	9 17%	11 6%	24 5%	43 7%	11 3%	- -	- -	12 9%	107 6%	40 6%	8 4%	20 10%	11 5%	31 5%	21 7%	38 6%	23 5%	13 9%	2 4%	7 10%	1 8%	- -	14 4%
£61-80	(70)	51 2%	12 3%	2 4%	3 2%	9 2%	16 3%	8 2%	* -	- -	7 5%	44 2%	28 4%	10 5%	10 5%	8 3%	8 1%	7 2%	22 3%	12 2%	4 3%	- -	1 2%	- -	- -	4 1%
£81-100	(90)	42 2%	11 3%	2 4%	3 2%	9 2%	11 2%	5 2%	- -	1 6%	4 3%	36 2%	20 3%	4 2%	9 4%	7 3%	14 2%	4 1%	19 3%	3 1%	3 2%	- -	6 9%	- -	- -	6 2%
£101+	(120)	34 2%	6 2%	1 2%	2 1%	5 1%	12 2%	9 3%	- -	- -	6 4%	28 1%	19 3%	8 4%	3 2%	9 4%	6 1%	4 1%	10 2%	13 3%	2 1%	- -	2 3%	1 12%	- -	2 1%
NET: £1 or more	1550 74%	295 74%	41 73%	128 72%	338 72%	480 74%	254 80%	6 61%	8 95%	109 77%	1433 74%	538 84%	171 82%	182 89%	185 80%	416 70%	236 75%	521 78%	387 78%	106 73%	42 72%	55 76%	5 69%	1 15%	196 61%	
Mean	17.93	18.57	25.01	16.71	16.54	18.17	18.36	8.54	18.41	24.36	17.40	23.00	22.49	24.31	22.29	16.10	17.31	19.18	18.49	19.46	14.02	26.66	23.00	1.48	13.34	
Standard deviation	23.19	24.08	27.40	22.16	21.12	23.35	24.50	14.40	21.75	30.17	22.45	27.27	27.46	26.00	28.25	21.60	21.62	24.21	23.35	23.99	13.53	30.74	40.19	3.81	19.96	
Standard error	0.51	1.13	3.66	1.71	0.97	0.94	1.40	4.80	6.56	2.72	0.51	1.11	1.93	1.92	1.89	0.89	1.23	0.95	1.06	1.98	1.86	3.60	12.12	1.27	1.07	
Mean (excluding 0)	24.19	25.23	34.13	23.34	22.89	24.65	23.06	14.08	19.39	31.53	23.55	27.45	27.29	27.23	27.81	23.02	23.04	24.67	23.60	26.71	19.52	35.11	33.25	10.00	21.85	

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Absolutes/col percents

Table 93

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Other savings through being online (e.g. access to online deals and discounts)****Base: All respondents**

	Gender			Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
0	(0)	565 27%	280 27%	282 26%	36 16%	73 20%	66 20%	91 25%	114 36%	186 38%	95 17%	194 32%	124 28%	151 30%	47 26%	25 30%	70 30%	36 21%	48 27%	34 22%	29 30%	61 32%	71 26%	81 28%	50 28%	11 20%
£1-20	(10)	956 46%	455 45%	499 47%	105 46%	152 42%	155 47%	178 49%	139 43%	227 47%	296 54%	254 42%	193 44%	214 43%	92 52%	36 42%	99 43%	83 48%	91 51%	73 48%	40 41%	80 41%	112 41%	137 48%	86 48%	27 46%
£21-40	(30)	311 15%	153 15%	156 15%	43 19%	59 16%	64 19%	60 16%	39 12%	46 9%	80 15%	85 14%	65 15%	80 16%	27 15%	11 12%	34 15%	30 17%	25 14%	22 15%	13 13%	29 17%	47 16%	44 13%	23 13%	7 11%
£41-60	(50)	120 6%	50 5%	70 7%	22 10%	26 7%	18 6%	19 5%	16 5%	18 4%	37 7%	38 6%	23 5%	22 4%	3 2%	4 5%	9 4%	14 8%	6 3%	6 4%	7 7%	12 6%	22 8%	16 6%	14 8%	6 11%
£61-80	(70)	71 3%	42 4%	29 3%	12 5%	22 6%	20 6%	7 2%	4 1%	5 1%	17 3%	23 4%	17 4%	14 3%	6 7%	10 4%	3 2%	6 3%	8 5%	7 7%	3 1%	16 6%	1 *	4 2%	3 5%	
£81-100	(90)	38 2%	24 2%	14 1%	5 2%	17 5%	3 1%	7 2%	3 1%	3 1%	14 2%	6 1%	6 1%	12 2%	2 1%	4 4%	7 3%	4 2%	1 1%	7 5%	- -	7 4%	3 1%	2 1%	1 *	1 1%
£101+	(120)	31 1%	17 2%	15 1%	4 2%	11 3%	7 2%	2 1%	5 1%	2 1%	12 2%	5 1%	9 2%	6 1%	- -	4 2%	3 2%	2 1%	1 *	3 3%	2 1%	6 2%	4 1%	2 1%	4 7%	
NET: £1 or more		1526 73%	739 73%	784 74%	190 84%	287 80%	268 80%	273 75%	206 64%	302 62%	456 83%	410 68%	314 72%	348 70%	131 74%	60 70%	162 70%	137 79%	131 73%	117 78%	69 70%	133 68%	205 74%	204 72%	129 72%	47 80%
Mean		17.69	18.28	17.16	22.76	25.04	20.58	16.42	14.09	11.26	20.04	16.02	17.99	16.86	14.77	18.77	17.99	19.33	15.32	19.57	19.74	17.57	20.43	14.75	15.71	25.79
Standard deviation		23.20	24.26	22.17	24.69	29.63	24.24	20.37	20.97	16.58	24.69	21.17	24.27	22.73	19.31	24.30	24.79	23.41	20.53	24.17	26.72	24.18	25.19	19.31	20.13	32.59
Standard error		0.51	0.75	0.68	1.56	1.52	1.35	1.08	1.14	0.79	1.08	0.86	1.12	1.02	1.48	2.61	1.66	1.77	1.52	1.99	2.62	1.74	1.45	1.15	1.59	4.07
Mean (excluding 0)		24.24	25.21	23.34	27.05	31.37	25.62	21.87	21.88	18.20	24.21	23.61	25.13	24.19	20.07	26.65	25.74	24.46	20.96	25.20	28.00	25.68	27.54	20.58	21.83	32.05

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Absolutes/col percents

Table 94

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?

Other savings through being online (e.g. access to online deals and discounts)

Base: All respondents

	Property ownership					Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
0	(0)	565 27%	387 27%	169 26%	442 26%	123 30%	282 23%	253 23%	29 23%	55 34%	16 18%	190 38%	21 19%
£1-20	(10)	956 46%	682 48%	262 41%	769 46%	187 45%	571 46%	507 45%	65 53%	62 38%	42 48%	231 46%	49 46%
£21-40	(30)	311 15%	198 14%	107 17%	250 15%	61 15%	201 16%	190 17%	11 9%	25 16%	16 18%	47 9%	22 21%
£41-60	(50)	120 6%	70 5%	48 7%	103 6%	17 4%	78 6%	72 6%	6 5%	8 5%	9 10%	20 4%	5 4%
£61-80	(70)	71 3%	42 3%	28 4%	56 3%	15 4%	56 5%	48 4%	8 6%	6 4%	2 2%	4 1%	3 3%
£81-100	(90)	38 2%	16 1%	19 3%	30 2%	8 2%	28 2%	27 2%	1 1%	3 2%	2 2%	2 *	3 3%
£101+	(120)	31 1%	24 2%	7 1%	27 2%	4 1%	21 2%	18 2%	3 2%	2 2%	1 1%	4 1%	4 4%
NET: £1 or more	1526 73%	1032 73%	471 74%	1235 74%	291 70%	955 77%	861 77%	94 77%	107 66%	72 82%	307 62%	85 81%	
Mean	17.69	16.59	19.94	17.99	16.48	19.86	19.99	18.62	17.20	19.48	11.23	21.96	
Standard deviation	23.20	22.42	24.50	23.42	22.28	24.55	24.47	25.37	23.93	21.02	16.77	27.64	
Standard error	0.51	0.64	0.87	0.57	1.12	0.71	0.75	2.18	1.72	1.99	0.78	2.51	
Mean (excluding 0)	24.24	22.80	27.09	24.42	23.44	25.73	25.88	24.34	26.06	23.85	18.19	27.28	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 95

Q9. Thinking about your personal experience, how much money are you able to save each week through the following?**Other savings through being online (e.g. access to online deals and discounts)****Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
0	(0)	565 27%	103 26%	14 25%	50 28%	139 30%	173 27%	78 25%	3 40%	29 21%	531 27%	98 15%	31 15%	23 11%	44 19%	184 31%	87 28%	155 23%	126 25%	34 23%	14 24%	15 21%	2 24%	6 85%	125 39%	
£1-20	(10)	956 46%	173 43%	22 41%	84 47%	217 46%	154 45%	6 63%	5 54%	55 39%	897 46%	313 49%	103 50%	105 52%	105 45%	259 43%	136 43%	322 48%	237 48%	67 46%	28 48%	27 38%	4 57%	1 15%	134 42%	
£21-40	(30)	311 15%	70 17%	7 12%	20 11%	68 15%	102 16%	43 14%	1 9%	- 12%	294 15%	109 17%	35 17%	30 15%	45 19%	91 15%	51 16%	98 15%	74 15%	23 16%	13 22%	16 22%	- -	- -	36 11%	
£41-60	(50)	120 6%	25 6%	8 14%	11 6%	20 4%	37 6%	19 6%	* 4%	- -	16 11%	103 5%	47 7%	19 9%	13 6%	15 7%	31 5%	20 6%	43 6%	24 5%	13 9%	3 5%	5 7%	2 20%	- -	12 4%
£61-80	(70)	71 3%	14 3%	1 2%	8 4%	18 4%	19 3%	11 4%	- -	- 11%	16 5%	53 3%	40 6%	12 9%	19 4%	9 3%	16 4%	12 4%	27 4%	15 3%	7 5%	1 1%	4 6%	- -	- -	5 2%
£81-100	(90)	38 2%	12 3%	2 4%	2 1%	3 1%	14 2%	4 1%	- 6%	1 4%	32 2%	20 3%	4 2%	9 4%	8 3%	8 1%	5 2%	14 2%	6 1%	2 2%	- -	4 6%	- -	- -	6 2%	
£101+	(120)	31 1%	4 1%	1 2%	4 2%	3 1%	11 2%	9 3%	- -	- 2%	29 1%	14 2%	5 2%	4 2%	5 2%	7 1%	4 1%	10 2%	14 3%	- -	- -	1 1%	- -	- -	3 1%	
NET: £1 or more	1526 73%	298 74%	41 75%	128 72%	329 70%	477 73%	240 75%	7 75%	5 60%	112 79%	1408 73%	543 85%	176 85%	181 89%	186 81%	411 69%	227 72%	514 77%	368 75%	112 77%	44 76%	58 79%	6 76%	1 15%	196 61%	
Mean	17.69	18.97	21.83	17.52	15.17	18.04	18.83	10.90	11.15	26.93	17.01	23.47	22.85	25.82	21.95	15.97	17.94	18.95	18.11	18.50	14.71	24.55	15.54	1.48	13.23	
Standard deviation	23.20	23.48	26.50	24.13	19.75	23.67	25.41	11.77	22.45	29.23	22.54	26.65	25.90	28.25	25.83	21.41	22.89	23.85	24.75	20.78	14.75	27.29	18.84	3.81	20.43	
Standard error	0.51	1.10	3.54	1.87	0.91	0.95	1.45	3.92	6.77	2.64	0.51	1.08	1.82	2.09	1.73	0.88	1.30	0.94	1.12	1.71	2.03	3.19	5.68	1.27	1.09	
Mean (excluding 0)	24.24	25.54	29.27	24.43	21.60	24.60	24.97	14.46	18.44	33.92	23.42	27.71	26.91	29.10	27.13	23.11	24.82	24.66	24.30	24.08	19.37	30.97	20.33	10.00	21.71	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 96

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Summary

Base: All respondents / All living in an urban area / All living in a rural area

	I would be willing to pay more money to live somewhere with better broadband connections available	I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection	If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live	Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas	I would consider moving to an urban area in order to get better internet connectivity
Unweighted base	2091	2091	2091	1692	399
Weighted base	2091	2091	2091	1676	415
10 - strongly agree	113 5%	178 9%	285 14%	216 13%	12 3%
9	100 5%	122 6%	187 9%	104 6%	5 1%
8	235 11%	302 14%	343 16%	285 17%	19 5%
7	228 11%	234 11%	273 13%	244 15%	29 7%
6	227 11%	250 12%	263 13%	142 8%	20 5%
5	332 16%	290 14%	254 12%	235 14%	38 9%
4	127 6%	105 5%	109 5%	62 4%	33 8%
3	149 7%	123 6%	89 4%	58 3%	42 10%
2	121 6%	87 4%	64 3%	31 2%	29 7%
1	72 3%	51 2%	31 1%	37 2%	36 9%
0 - strongly disagree	238 11%	176 8%	102 5%	97 6%	131 32%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 96

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Summary

Base: All respondents / All living in an urban area / All living in a rural area

		I would be willing to pay more money to live somewhere with better broadband connections available	I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection	If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live	Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas	I would consider moving to an urban area in order to get better internet connectivity
Weighted base		2091	2091	2091	1676	415
Don't know		148 7%	172 8%	92 4%	164 10%	20 5%
Agree	(8-10)	448 21%	603 29%	815 39%	605 36%	36 9%
Agree	(7-10)	677 32%	837 40%	1088 52%	849 51%	65 16%
Neutral	(4-6)	686 33%	644 31%	626 30%	440 26%	91 22%
Disagree	(0-3)	580 28%	438 21%	285 14%	223 13%	238 57%
Disagree	(0-2)	431 21%	314 15%	197 9%	166 10%	197 47%
Mean		5.05	5.68	6.45	6.37	3.00
Standard deviation		2.92	2.89	2.69	2.76	2.95
Standard error		0.07	0.07	0.06	0.07	0.15

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 97

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

	Gender		Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	113 5%	68 7%	45 4%	15 7%	30 8%	23 7%	24 7%	9 3%	12 3%	30 5%	33 6%	22 5%	28 6%	11 6%	5 6%	5 2%	7 4%	11 6%	7 5%	5 5%	10 5%	23 8%	16 6%	12 7%	3 5%
9	100 5%	46 5%	54 5%	21 9%	27 8%	22 7%	14 4%	5 2%	10 2%	33 6%	24 4%	25 6%	18 4%	14 8%	5 6%	10 4%	12 7%	7 4%	8 5%	4 4%	2 1%	12 4%	16 6%	6 3%	3 5%
8	235 11%	114 11%	122 11%	37 16%	49 14%	56 17%	37 10%	25 8%	31 6%	84 15%	74 12%	36 8%	42 8%	14 8%	10 11%	26 11%	21 12%	22 12%	14 9%	8 9%	16 8%	43 16%	33 12%	15 9%	13 23%
7	228 11%	115 11%	113 11%	46 20%	50 14%	37 11%	37 10%	26 8%	34 7%	73 13%	59 10%	46 10%	50 10%	22 13%	7 8%	28 12%	21 12%	19 11%	14 9%	14 15%	21 11%	27 10%	24 9%	23 13%	8 13%
6	227 11%	122 12%	105 10%	29 13%	45 12%	42 13%	34 9%	34 11%	43 9%	77 14%	60 10%	45 10%	45 9%	19 11%	12 14%	25 11%	13 7%	18 10%	18 12%	13 14%	19 10%	38 14%	29 10%	15 8%	7 12%
5	332 16%	157 15%	173 16%	32 14%	52 15%	46 14%	63 17%	63 20%	75 15%	72 13%	98 16%	76 17%	87 17%	25 14%	14 16%	32 14%	31 18%	30 16%	25 17%	10 10%	42 22%	44 16%	46 16%	27 15%	6 10%
4	127 6%	58 6%	69 6%	14 6%	22 6%	16 5%	23 6%	21 7%	31 6%	43 8%	30 5%	27 6%	26 5%	7 4%	9 10%	16 7%	18 10%	14 8%	13 8%	6 6%	9 5%	10 4%	16 5%	9 6%	- -
3	149 7%	55 5%	95 9%	8 3%	16 4%	18 6%	30 8%	22 7%	56 11%	33 6%	47 8%	30 7%	39 8%	11 6%	3 4%	19 8%	8 4%	15 9%	8 6%	12 12%	16 8%	18 7%	23 8%	12 7%	3 6%
2	121 6%	61 6%	60 6%	7 3%	16 4%	16 5%	24 7%	23 7%	36 7%	33 6%	39 6%	23 5%	27 5%	12 7%	6 7%	18 8%	9 5%	9 5%	12 8%	3 3%	10 5%	10 4%	20 7%	10 6%	2 3%
1	72 3%	33 3%	37 3%	1 *	6 2%	9 3%	20 5%	14 4%	23 5%	11 2%	20 3%	19 4%	21 4%	6 3%	- -	8 3%	5 3%	6 3%	3 2%	3 3%	12 6%	7 3%	11 4%	10 6%	2 3%
0 - strongly disagree	238 11%	133 13%	106 10%	2 1%	28 8%	19 6%	34 9%	59 18%	97 20%	40 7%	69 11%	56 13%	73 15%	24 14%	9 11%	31 13%	20 11%	21 12%	21 14%	11 11%	26 13%	19 7%	27 10%	21 12%	8 14%
Don't know	148 7%	58 6%	90 8%	15 7%	19 5%	27 8%	26 7%	19 6%	42 9%	22 4%	50 8%	34 8%	42 8%	12 7%	6 7%	15 6%	11 6%	9 5%	7 4%	9 10%	12 6%	23 8%	23 8%	19 11%	3 5%
Agree (8-10)	448 21%	228 22%	221 21%	73 32%	107 30%	101 30%	75 21%	40 12%	53 11%	147 27%	131 22%	82 19%	88 18%	39 22%	20 23%	41 17%	40 23%	40 22%	29 19%	17 17%	28 14%	78 28%	65 23%	33 19%	19 33%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 97

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 677 32%	343 34%	334 31%	119 53%	156 43%	138 41%	111 31%	66 21%	87 18%	219 40%	191 32%	128 29%	138 28%	61 34%	27 31%	68 30%	60 35%	59 33%	43 29%	31 32%	49 25%	105 38%	89 31%	57 31%	27 46%
Neutral	(4-6) 686 33%	336 33%	346 32%	75 33%	119 33%	105 32%	120 33%	118 37%	148 30%	192 35%	188 31%	147 34%	158 32%	51 28%	34 40%	74 32%	61 35%	62 35%	56 37%	29 30%	70 36%	92 33%	92 32%	51 28%	13 23%
Disagree	(0-3) 580 28%	282 28%	297 28%	17 8%	65 18%	63 19%	107 29%	117 37%	211 43%	117 21%	175 29%	128 29%	161 32%	54 30%	18 21%	75 32%	41 24%	50 28%	44 29%	29 29%	64 33%	55 20%	81 28%	53 30%	15 26%
Disagree	(0-2) 431 21%	227 22%	202 19%	9 4%	50 14%	45 13%	77 21%	95 30%	155 32%	84 15%	128 21%	98 22%	122 24%	42 24%	15 18%	57 24%	33 19%	35 19%	36 24%	17 17%	48 25%	37 13%	58 20%	41 23%	12 21%
Mean	5.05	5.07	5.02	6.56	5.84	5.82	4.98	4.16	3.84	5.58	4.99	4.85	4.67	5.02	5.28	4.68	5.14	5.04	4.81	5.01	4.55	5.72	5.08	4.89	5.51
Standard deviation	2.92	3.01	2.84	2.09	2.80	2.73	2.90	2.87	2.87	2.71	2.94	2.97	3.02	3.11	2.86	2.86	2.88	2.90	2.93	2.86	2.86	2.78	2.92	3.04	3.12
Standard error	0.07	0.10	0.09	0.14	0.15	0.16	0.16	0.16	0.14	0.12	0.12	0.14	0.14	0.25	0.32	0.20	0.22	0.22	0.25	0.29	0.21	0.17	0.18	0.25	0.40

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 98

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	113 5%	69 5%	40 6%	102 6%	12 3%	83 7%	77 7%	6 5%	12 7%	5 6%	12 2%	2 2%
9	100 5%	62 4%	34 5%	87 5%	13 3%	77 6%	65 6%	11 9%	4 2%	6 7%	10 2%	3 3%
8	235 11%	151 11%	78 12%	198 12%	38 9%	157 13%	146 13%	11 9%	13 8%	17 19%	37 7%	12 11%
7	228 11%	159 11%	64 10%	189 11%	39 9%	157 13%	144 13%	12 10%	14 9%	15 17%	32 7%	10 9%
6	227 11%	145 10%	78 12%	186 11%	42 10%	138 11%	122 11%	16 13%	21 13%	12 14%	42 8%	14 13%
5	332 16%	226 16%	104 16%	264 16%	67 16%	186 15%	171 15%	15 12%	32 20%	12 13%	80 16%	22 21%
4	127 6%	95 7%	30 5%	99 6%	27 7%	82 7%	74 7%	8 7%	7 4%	3 3%	29 6%	6 5%
3	149 7%	106 7%	42 7%	110 7%	39 10%	74 6%	69 6%	5 4%	8 5%	5 6%	53 11%	9 9%
2	121 6%	80 6%	40 6%	90 5%	31 8%	73 6%	61 6%	12 10%	6 3%	1 1%	34 7%	8 7%
1	72 3%	60 4%	12 2%	49 3%	23 5%	37 3%	28 2%	9 8%	5 3%	-	26 5%	4 4%
0 - strongly disagree	238 11%	174 12%	64 10%	179 11%	59 14%	106 9%	96 9%	11 9%	23 14%	-	98 20%	11 10%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 98

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		148 7%	92 6%	55 9%	124 7%	25 6%	67 5%	61 5%	7 5%	19 12%	13 14%	43 9%	6 6%
Agree	(8-10)	448 21%	282 20%	152 24%	387 23%	62 15%	316 26%	289 26%	28 23%	29 18%	27 31%	59 12%	17 16%
Agree	(7-10)	677 32%	441 31%	216 34%	576 34%	101 24%	473 38%	433 39%	40 33%	43 26%	43 48%	92 18%	27 25%
Neutral	(4-6)	686 33%	466 33%	212 33%	549 33%	137 33%	406 33%	367 33%	39 32%	59 37%	27 31%	151 30%	42 40%
Disagree	(0-3)	580 28%	420 30%	157 25%	428 26%	152 37%	290 23%	253 23%	37 30%	41 25%	6 7%	211 42%	32 30%
Disagree	(0-2)	431 21%	314 22%	115 18%	318 19%	113 27%	217 18%	185 17%	32 26%	33 20%	1 1%	158 32%	22 21%
Mean		5.05	4.89	5.30	5.21	4.37	5.44	5.49	5.00	4.93	6.66	3.87	4.74
Standard deviation		2.92	2.93	2.89	2.92	2.86	2.86	2.84	3.01	3.00	1.87	2.90	2.65
Standard error		0.07	0.09	0.11	0.07	0.15	0.08	0.09	0.27	0.23	0.19	0.14	0.25

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 99

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	113 5%	28 7%	4 8%	8 4%	22 5%	34 5%	16 5%	-	-	6 4%	108 6%	56 9%	16 8%	18 9%	22 10%	27 4%	12 4%	39 6%	30 6%	14 9%	4 7%	8 11%	-	-	6
9	100 5%	27 7%	-	4 2%	14 3%	36 6%	18 6%	-	-	4 3%	95 5%	40 6%	16 7%	11 5%	14 6%	37 6%	14 4%	29 4%	29 6%	8 6%	2 4%	6 8%	-	*	11
8	235 11%	51 13%	9 16%	15 8%	50 11%	66 10%	42 13%	1 9%	15%	25 17%	211 11%	103 16%	33 16%	39 19%	31 13%	54 9%	30 9%	88 13%	58 12%	16 11%	12 20%	12 17%	1 8%	-	20
7	228 11%	45 11%	5 10%	21 12%	51 11%	65 10%	40 13%	-	1 8%	17 12%	208 11%	91 14%	25 12%	33 16%	32 14%	66 11%	34 11%	84 12%	53 11%	15 10%	6 9%	8 12%	1 16%	-	28
6	227 11%	47 12%	5 8%	20 11%	43 9%	72 11%	38 12%	1 12%	-	24 17%	202 10%	87 14%	25 12%	29 14%	33 14%	51 9%	30 9%	68 10%	69 14%	19 13%	2 3%	7 9%	-	1	33
5	332 16%	61 15%	7 13%	27 15%	91 20%	102 16%	40 13%	3 32%	1 6%	19 13%	310 16%	80 12%	27 13%	26 13%	27 12%	106 18%	59 19%	107 16%	74 15%	18 12%	16 27%	6 9%	2 27%	1 17%	49
4	127 6%	24 6%	3 5%	12 6%	26 6%	34 5%	26 8%	-	3 34%	9 6%	118 6%	40 6%	11 5%	13 6%	16 7%	42 7%	20 6%	38 6%	31 6%	7 5%	1 2%	4 6%	-	2	23
3	149 7%	22 5%	6 11%	13 7%	41 9%	40 6%	25 8%	2 23%	*	12 9%	137 7%	30 5%	13 6%	2 1%	15 7%	44 7%	29 9%	40 6%	32 7%	13 9%	3 6%	2 2%	-	2	28
2	121 6%	27 7%	2 3%	13 7%	24 5%	38 6%	18 6%	-	-	9 6%	112 6%	35 5%	11 5%	9 4%	14 6%	39 7%	24 7%	33 5%	23 5%	7 5%	1 2%	7 10%	1 11%	1 14%	25
1	72 3%	9 2%	3 5%	9 5%	10 2%	29 4%	9 3%	1 11%	2 18%	5 4%	67 3%	16 2%	8 4%	3 1%	5 2%	21 4%	15 5%	25 4%	12 2%	3 2%	3 4%	1 2%	1 7%	-	13
0 - strongly disagree	238 11%	32 8%	5 10%	29 16%	55 12%	85 13%	29 9%	1 12%	1 13%	8 6%	230 12%	40 6%	10 5%	18 9%	12 5%	67 11%	40 13%	69 10%	51 10%	22 15%	6 10%	7 10%	2 20%	1 9%	40
Don't know	148 7%	29 7%	7 12%	7 4%	39 8%	50 8%	16 5%	-	-	4 3%	141 7%	26 4%	12 6%	4 2%	9 4%	42 7%	9 3%	50 7%	32 6%	4 3%	3 6%	3 4%	1 12%	*	46
Agree (8-10)	448 21%	106 27%	13 23%	27 15%	87 19%	137 21%	76 24%	1 9%	1 15%	34 24%	413 21%	198 31%	65 31%	67 33%	66 29%	118 20%	55 18%	156 23%	117 24%	38 26%	18 31%	26 36%	1 8%	*	36

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 99

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would be willing to pay more money to live somewhere with better broadband connections available

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	677 32%	151 38%	18 33%	48 27%	138 29%	201 31%	117 37%	1 9%	2 24%	52 36%	622 32%	289 45%	90 43%	100 49%	99 43%	184 31%	89 28%	240 36%	170 34%	53 36%	23 40%	35 48%	2 24%	*	64 20%
Neutral (4-6)	686 33%	132 33%	14 26%	59 33%	161 34%	208 32%	104 33%	4 44%	3 40%	51 36%	630 33%	207 32%	63 31%	68 33%	76 33%	199 33%	109 34%	213 32%	174 35%	43 29%	19 32%	18 24%	2 27%	4 48%	105 33%
Disagree (0-3)	580 28%	89 22%	16 29%	64 36%	130 28%	192 29%	82 26%	5 47%	3 36%	34 24%	546 28%	120 19%	42 20%	31 15%	46 20%	170 29%	108 34%	167 25%	118 24%	46 32%	13 22%	17 24%	3 38%	3 43%	105 33%
Disagree (0-2)	431 21%	68 17%	10 18%	51 29%	89 19%	152 23%	56 18%	2 24%	3 31%	22 16%	409 21%	90 14%	30 14%	29 14%	31 14%	127 21%	79 25%	127 19%	86 17%	33 22%	10 16%	16 21%	3 38%	2 23%	78 24%
Mean	5.05	5.53	5.10	4.45	4.93	4.91	5.29	3.84	3.80	5.40	5.01	5.89	5.84	6.00	5.84	4.93	4.65	5.24	5.32	5.14	5.46	5.77	3.82	3.70	4.33
Standard deviation	2.92	2.85	3.00	2.98	2.83	3.02	2.83	2.47	2.82	2.60	2.95	2.74	2.76	2.76	2.73	2.90	2.87	2.91	2.88	3.19	2.94	3.15	3.08	2.11	2.75
Standard error	0.07	0.14	0.43	0.23	0.14	0.13	0.17	0.82	0.85	0.24	0.07	0.11	0.20	0.21	0.19	0.12	0.17	0.12	0.13	0.27	0.42	0.37	0.98	0.75	0.16

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 100

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

	Gender		Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ireland
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	178	83	95	30	39	34	28	21	27	55	57	29	37	22	7	11	12	15	8	4	19	28	24	17	11
	9%	8%	9%	13%	11%	10%	8%	7%	5%	10%	10%	7%	7%	12%	8%	5%	7%	8%	6%	5%	10%	10%	8%	9%	19%
9	122	66	56	10	31	17	17	22	25	39	37	19	27	9	3	10	9	10	8	10	17	19	13	4	
	6%	6%	5%	4%	9%	5%	5%	7%	5%	7%	6%	4%	5%	5%	3%	5%	5%	5%	7%	9%	5%	6%	7%	7%	7%
8	302	145	158	43	61	55	50	36	56	105	86	57	54	33	10	31	25	32	21	15	20	46	37	23	9
	14%	14%	15%	19%	17%	17%	14%	11%	12%	19%	14%	13%	11%	19%	12%	13%	14%	18%	14%	15%	10%	17%	13%	13%	15%
7	234	126	108	34	53	44	46	20	37	70	67	51	46	17	10	21	22	25	14	12	20	28	31	23	10
	11%	12%	10%	15%	15%	13%	13%	6%	8%	13%	11%	12%	9%	9%	12%	9%	13%	14%	9%	13%	10%	10%	11%	13%	18%
6	250	128	122	37	46	50	36	40	41	75	75	42	58	23	11	35	17	15	22	10	17	37	41	14	8
	12%	13%	11%	16%	13%	15%	10%	13%	8%	14%	13%	10%	12%	13%	13%	15%	10%	8%	15%	11%	9%	13%	14%	8%	14%
5	290	135	152	25	41	40	57	52	75	63	82	69	75	17	16	38	28	30	28	6	30	41	32	21	3
	14%	13%	14%	11%	12%	12%	16%	16%	15%	11%	14%	16%	15%	9%	19%	16%	16%	16%	19%	6%	16%	15%	11%	12%	5%
4	105	51	54	12	17	20	11	14	31	32	31	16	26	9	8	19	19	6	2	5	10	10	7	11	-
	5%	5%	5%	5%	5%	6%	3%	4%	6%	6%	5%	4%	5%	5%	9%	8%	11%	3%	1%	5%	5%	4%	2%	6%	-
3	123	57	67	11	13	18	25	18	39	26	38	24	36	12	5	12	10	13	7	5	13	14	18	11	4
	6%	6%	6%	5%	4%	5%	7%	6%	8%	5%	6%	5%	7%	7%	6%	5%	6%	7%	5%	6%	6%	5%	6%	6%	7%
2	87	39	48	6	8	8	21	15	29	23	25	19	20	7	3	11	8	3	7	6	14	8	16	5	1
	4%	4%	5%	3%	2%	2%	6%	5%	6%	4%	4%	4%	4%	4%	3%	5%	4%	2%	4%	6%	7%	3%	6%	3%	1%
1	51	25	27	1	5	3	12	12	19	9	16	15	11	5	1	1	3	3	5	6	6	4	11	7	-
	2%	2%	2%	*	1%	1%	3%	4%	4%	2%	3%	4%	2%	3%	1%	*	1%	2%	3%	6%	3%	1%	4%	4%	-
0 - strongly disagree	176	99	76	3	19	11	29	44	69	30	42	51	53	15	5	22	14	18	17	6	18	18	21	16	5
	8%	10%	7%	1%	5%	3%	8%	14%	14%	5%	7%	12%	11%	8%	6%	10%	8%	10%	11%	6%	9%	7%	8%	9%	9%
Don't know	172	67	104	15	26	33	32	26	41	23	46	45	57	11	7	21	8	11	9	14	19	25	28	19	2
	8%	7%	10%	6%	7%	10%	9%	8%	8%	4%	8%	10%	11%	6%	8%	9%	4%	6%	6%	14%	10%	9%	10%	10%	4%
Agree (8-10)	603	293	309	83	132	106	95	79	108	199	181	106	117	64	20	51	46	57	40	28	49	91	80	53	24
	29%	29%	29%	37%	37%	32%	26%	25%	22%	36%	30%	24%	24%	36%	23%	22%	27%	31%	27%	29%	25%	33%	28%	30%	42%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 100

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 837 40%	419 41%	417 39%	117 52%	185 51%	151 45%	142 39%	98 31%	145 30%	270 49%	247 41%	157 36%	163 33%	80 45%	30 35%	73 31%	68 39%	81 45%	54 36%	40 41%	68 35%	119 43%	111 39%	76 43%	35 59%
Neutral	(4-6) 644 31%	314 31%	328 31%	74 33%	104 29%	110 33%	103 28%	106 33%	148 30%	170 31%	188 31%	127 29%	159 32%	48 27%	35 41%	92 40%	64 37%	51 28%	52 34%	21 21%	57 30%	88 32%	79 28%	46 26%	12 20%
Disagree	(0-3) 438 21%	219 21%	218 20%	21 9%	44 12%	40 12%	87 24%	89 28%	155 32%	88 16%	122 20%	109 25%	120 24%	39 22%	14 16%	47 20%	34 20%	37 20%	35 24%	24 24%	50 26%	43 16%	67 23%	39 22%	10 17%
Disagree	(0-2) 314 15%	162 16%	151 14%	10 5%	32 9%	22 7%	63 17%	71 22%	116 24%	62 11%	84 14%	85 19%	84 17%	26 15%	9 10%	35 15%	24 14%	24 13%	28 19%	18 18%	37 19%	30 11%	49 17%	28 16%	6 10%
Mean	5.68	5.65	5.72	6.66	6.43	6.32	5.51	5.05	4.78	6.19	5.80	5.26	5.31	5.91	5.68	5.33	5.54	5.78	5.41	5.58	5.35	6.09	5.65	5.69	6.65
Standard deviation	2.89	2.93	2.85	2.27	2.63	2.47	2.90	3.11	3.07	2.69	2.85	3.02	2.97	3.01	2.57	2.71	2.75	2.89	2.94	2.97	3.04	2.75	2.95	3.04	2.95
Standard error	0.07	0.09	0.09	0.15	0.14	0.14	0.16	0.18	0.15	0.12	0.12	0.15	0.14	0.24	0.29	0.19	0.21	0.22	0.25	0.31	0.23	0.17	0.18	0.25	0.37

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 101

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

	Property ownership			Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
10 - strongly agree	178	111	62	146	32	124	114	10	10	8	30	8	
	9%	8%	10%	9%	8%	10%	10%	8%	6%	9%	6%	7%	
9	122	82	39	106	16	78	72	6	10	3	24	7	
	6%	6%	6%	6%	4%	6%	6%	5%	6%	3%	5%	7%	
8	302	207	90	259	43	195	177	18	17	20	58	13	
	14%	15%	14%	15%	10%	16%	16%	14%	10%	22%	12%	12%	
7	234	154	73	195	39	164	149	15	14	11	34	11	
	11%	11%	11%	12%	9%	13%	13%	12%	9%	12%	7%	11%	
6	250	166	82	203	47	160	148	12	18	16	46	11	
	12%	12%	13%	12%	11%	13%	13%	10%	11%	18%	9%	10%	
5	290	193	93	228	62	152	129	23	26	10	76	26	
	14%	14%	15%	14%	15%	12%	12%	19%	16%	11%	15%	24%	
4	105	71	31	79	26	60	53	7	10	4	30	1	
	5%	5%	5%	5%	6%	5%	5%	6%	6%	4%	6%	1%	
3	123	85	37	96	28	65	59	6	9	5	39	6	
	6%	6%	6%	6%	7%	5%	5%	5%	5%	6%	8%	6%	
2	87	71	16	54	33	46	42	4	6	2	29	5	
	4%	5%	2%	3%	8%	4%	4%	3%	4%	3%	6%	4%	
1	51	36	15	33	18	23	17	6	5	-	20	2	
	2%	3%	2%	2%	4%	2%	2%	5%	3%	-	4%	2%	
0 - strongly disagree	176	134	42	129	47	80	72	8	15	*	72	9	
	8%	9%	7%	8%	11%	6%	6%	6%	9%	*	15%	8%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 101

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		172 8%	109 8%	60 9%	148 9%	24 6%	90 7%	81 7%	8 7%	23 14%	11 12%	42 8%	7 7%
Agree	(8-10)	603 29%	400 28%	191 30%	512 31%	91 22%	397 32%	364 33%	34 28%	37 23%	30 34%	111 22%	28 26%
Agree	(7-10)	837 40%	554 39%	264 41%	706 42%	131 31%	561 45%	513 46%	48 40%	51 31%	41 46%	145 29%	39 37%
Neutral	(4-6)	644 31%	430 30%	206 32%	510 30%	135 33%	372 30%	330 30%	42 34%	54 33%	29 33%	151 30%	38 35%
Disagree	(0-3)	438 21%	325 23%	110 17%	313 19%	125 30%	214 17%	190 17%	24 19%	34 21%	8 9%	159 32%	22 21%
Disagree	(0-2)	314 15%	240 17%	73 11%	217 13%	98 24%	149 12%	131 12%	18 15%	26 16%	3 3%	121 24%	16 15%
Mean		5.68	5.54	5.93	5.86	4.99	6.03	6.08	5.65	5.34	6.59	4.77	5.57
Standard deviation		2.89	2.94	2.78	2.83	3.02	2.77	2.77	2.80	2.90	2.07	3.10	2.82
Standard error		0.07	0.09	0.10	0.07	0.16	0.08	0.09	0.25	0.23	0.21	0.15	0.27

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 102

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	178 9%	34 8%	7 13%	8 5%	44 9%	56 9%	29 9%	-	-	12 9%	166 9%	76 12%	29 14%	24 12%	24 10%	48 8%	25 8%	57 9%	54 11%	13 9%	4 6%	9 13%	1 16%	*	14 4%
9	122 6%	33 8%	2 4%	8 4%	19 4%	46 7%	15 5%	-	-	6 4%	116 6%	45 7%	12 6%	13 6%	20 9%	33 6%	13 4%	40 6%	41 8%	5 3%	6 10%	6 9%	*	-	11 3%
8	302 14%	68 17%	10 18%	29 16%	60 13%	77 12%	56 18%	1 9%	2 24%	21 15%	278 14%	128 20%	52 25%	43 21%	34 15%	67 11%	35 11%	107 16%	94 19%	15 10%	7 12%	9 13%	1 12%	-	34 10%
7	234 11%	44 11%	3 6%	18 10%	61 13%	73 11%	33 10%	-	1 15%	16 11%	216 11%	85 13%	25 12%	32 16%	29 12%	78 13%	30 9%	93 14%	56 11%	16 11%	4 6%	3 4%	-	-	33 10%
6	250 12%	54 13%	9 16%	16 9%	59 13%	74 11%	38 12%	1 12%	*	27 19%	222 11%	89 14%	20 10%	36 18%	33 15%	71 12%	37 12%	72 11%	61 12%	22 15%	7 11%	15 20%	-	2 31%	34 11%
5	290 14%	53 13%	6 10%	28 16%	67 14%	85 13%	48 15%	2 17%	2 19%	17 12%	271 14%	78 12%	18 8%	23 11%	38 17%	74 12%	46 15%	88 13%	60 12%	20 14%	7 12%	9 13%	3 38%	2 25%	55 17%
4	105 5%	23 6%	3 5%	9 5%	23 5%	30 5%	16 5%	-	1 6%	13 9%	91 5%	30 5%	10 5%	10 5%	10 4%	30 5%	24 7%	32 5%	14 3%	13 9%	2 4%	1 1%	1 15%	-	18 6%
3	123 6%	25 6%	2 4%	15 8%	24 5%	34 5%	20 6%	3 26%	1 12%	5 4%	118 6%	27 4%	13 6%	9 4%	5 2%	38 6%	23 7%	36 5%	20 4%	7 5%	7 12%	5 7%	-	*	25 8%
2	87 4%	9 2%	2 4%	13 7%	15 3%	32 5%	14 5%	1 9%	1 13%	5 4%	82 4%	19 3%	5 3%	3 1%	10 5%	27 5%	17 5%	28 4%	21 4%	4 3%	5 8%	3 4%	-	-	9 3%
1	51 2%	6 1%	2 4%	5 3%	10 2%	18 3%	10 3%	-	-	1 1%	50 3%	12 2%	6 3%	3 1%	3 1%	12 2%	11 4%	13 2%	15 3%	5 3%	1 1%	-	-	-	6 2%
0 - strongly disagree	176 8%	24 6%	2 4%	20 11%	37 8%	67 10%	23 7%	3 28%	1 7%	10 7%	166 9%	21 3%	6 3%	4 2%	11 5%	58 10%	38 12%	48 7%	27 5%	16 11%	3 4%	7 10%	1 16%	1 9%	35 11%
Don't know	172 8%	29 7%	7 12%	9 5%	50 11%	59 9%	18 6%	-	-	7 5%	161 8%	31 5%	13 6%	5 2%	13 6%	58 10%	16 5%	55 8%	32 6%	10 7%	7 12%	4 5%	-	2 25%	47 15%
Agree (8-10)	603 29%	135 34%	19 35%	45 25%	123 26%	179 27%	99 31%	1 9%	2 24%	40 28%	561 29%	249 39%	92 45%	80 39%	77 34%	148 25%	73 23%	204 31%	189 38%	33 23%	17 29%	25 35%	2 32%	*	59 18%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 102

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would only buy/rent a property that has an ultra-fast, ultra-reliable internet connection

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	837 40%	179 45%	23 41%	63 35%	184 39%	252 39%	132 42%	1 9%	3 39%	55 39%	777 40%	335 52%	117 56%	112 55%	106 46%	226 38%	103 33%	297 44%	245 50%	49 34%	21 35%	28 39%	2 32%	*	91 28%
Neutral (4-6)	644 31%	130 32%	17 31%	53 30%	149 32%	188 29%	101 32%	3 29%	3 30%	57 41%	585 30%	198 31%	48 23%	68 33%	82 35%	174 29%	107 34%	192 29%	135 27%	55 38%	16 27%	25 34%	4 53%	4 56%	107 33%
Disagree (0-3)	438 21%	64 16%	9 16%	53 30%	85 18%	151 23%	67 21%	6 62%	3 31%	21 15%	416 21%	78 12%	30 14%	19 9%	29 13%	136 23%	89 28%	125 19%	82 17%	32 22%	15 25%	16 22%	1 16%	1 15%	76 24%
Disagree (0-2)	314 15%	38 10%	6 12%	38 21%	61 13%	117 18%	48 15%	3 36%	2 19%	16 11%	298 15%	51 8%	17 8%	10 5%	25 11%	98 16%	67 21%	89 13%	62 13%	25 17%	8 14%	11 15%	1 16%	1 9%	51 16%
Mean	5.68	6.09	6.18	5.09	5.76	5.53	5.73	3.22	5.07	5.86	5.66	6.50	6.61	6.66	6.24	5.51	5.07	5.89	6.25	5.35	5.63	5.92	5.37	4.97	5.06
Standard deviation	2.89	2.68	2.82	2.92	2.83	3.04	2.85	2.69	2.63	2.64	2.91	2.52	2.62	2.28	2.62	2.95	3.01	2.81	2.79	2.94	2.83	3.03	3.32	2.50	2.83
Standard error	0.07	0.13	0.40	0.23	0.14	0.13	0.17	0.90	0.79	0.24	0.07	0.10	0.19	0.17	0.18	0.13	0.18	0.11	0.13	0.25	0.41	0.36	1.00	0.95	0.16

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 103

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ireland
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
10 - strongly agree	285	130	154	41	55	51	41	43	54	78	86	55	66	30	14	16	22	19	14	17	32	37	45	24	14
	14%	13%	14%	18%	15%	15%	11%	13%	11%	14%	14%	13%	13%	17%	16%	7%	13%	11%	9%	18%	16%	13%	16%	13%	24%
9	187	84	103	25	29	31	40	23	38	61	55	35	36	13	6	16	16	18	10	6	13	35	24	20	9
	9%	8%	10%	11%	8%	9%	11%	7%	8%	11%	9%	8%	7%	8%	7%	7%	9%	10%	6%	6%	7%	13%	9%	11%	16%
8	343	177	167	41	70	56	57	45	75	117	99	57	71	39	10	36	29	34	21	16	31	48	42	27	9
	16%	17%	16%	18%	20%	17%	16%	14%	15%	21%	16%	13%	14%	22%	12%	16%	17%	19%	14%	16%	16%	17%	15%	15%	15%
7	273	139	131	34	49	45	51	39	55	74	82	60	56	16	16	33	24	22	20	17	14	32	41	26	11
	13%	14%	12%	15%	14%	14%	14%	12%	11%	14%	14%	14%	11%	9%	18%	14%	14%	12%	13%	17%	7%	12%	14%	15%	19%
6	263	134	129	26	49	58	41	42	48	69	86	52	55	19	7	46	17	28	22	9	22	31	37	21	4
	13%	13%	12%	11%	14%	17%	11%	13%	10%	13%	14%	12%	11%	10%	8%	20%	10%	15%	14%	9%	12%	11%	13%	12%	7%
5	254	123	128	19	46	27	56	42	64	57	65	61	71	17	14	25	20	21	30	12	28	33	30	22	2
	12%	12%	12%	8%	13%	8%	15%	13%	13%	10%	11%	14%	14%	10%	16%	11%	12%	12%	20%	12%	14%	12%	11%	12%	4%
4	109	50	60	16	13	12	14	15	39	29	30	25	26	10	2	16	13	11	4	3	17	11	10	9	3
	5%	5%	6%	7%	4%	4%	4%	5%	8%	5%	5%	6%	5%	6%	3%	7%	7%	6%	3%	3%	9%	4%	4%	5%	6%
3	89	37	52	7	10	14	14	10	32	25	25	17	22	2	1	12	6	4	8	6	8	15	15	8	1
	4%	4%	5%	3%	3%	4%	4%	3%	7%	4%	4%	4%	4%	1%	2%	5%	4%	2%	5%	6%	4%	6%	5%	5%	2%
2	64	34	30	5	8	7	10	13	22	15	16	15	18	7	4	9	8	3	7	2	5	5	8	4	1
	3%	3%	3%	2%	2%	2%	3%	4%	4%	3%	3%	3%	4%	4%	5%	4%	4%	1%	5%	2%	3%	2%	3%	2%	1%
1	31	17	14	1	2	3	9	10	6	4	9	10	8	6	1	1	2	3	2	1	4	4	1	5	1
	1%	2%	1%	*	*	1%	2%	3%	1%	1%	1%	2%	2%	3%	1%	*	1%	2%	1%	1%	2%	1%	*	3%	2%
0 - strongly disagree	102	60	42	3	10	6	17	25	40	15	28	28	31	10	5	14	11	10	10	3	8	7	14	9	1
	5%	6%	4%	2%	3%	2%	5%	8%	8%	3%	5%	6%	6%	6%	6%	6%	6%	6%	6%	3%	4%	3%	5%	5%	2%
Don't know	92	35	57	8	18	23	13	13	16	6	24	23	38	7	5	8	5	7	3	6	11	17	15	5	2
	4%	3%	5%	4%	5%	7%	4%	4%	3%	1%	4%	5%	8%	4%	6%	3%	3%	4%	2%	6%	6%	6%	5%	3%	3%
Agree (8-10)	815	390	424	107	154	137	138	111	167	255	239	147	173	83	29	68	67	71	45	40	76	120	112	71	32
	39%	38%	40%	47%	43%	41%	38%	35%	34%	46%	40%	34%	35%	47%	34%	29%	38%	40%	30%	40%	39%	43%	39%	40%	55%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 103

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Agree	(7-10) 1088 52%	530 52%	555 52%	141 62%	203 57%	182 55%	189 52%	150 47%	222 45%	330 60%	322 53%	207 47%	229 46%	99 56%	45 53%	101 44%	91 52%	93 52%	65 43%	56 57%	91 47%	152 55%	153 54%	97 54%	44 74%
Neutral	(4-6) 626 30%	308 30%	317 30%	60 27%	108 30%	97 29%	111 31%	98 31%	151 31%	155 28%	181 30%	137 31%	153 31%	46 26%	23 27%	87 38%	50 29%	59 33%	56 37%	24 24%	67 35%	75 27%	77 27%	52 29%	9 16%
Disagree	(0-3) 285 14%	147 14%	138 13%	16 7%	30 8%	31 9%	50 14%	58 18%	100 21%	60 11%	77 13%	70 16%	79 16%	26 14%	12 14%	36 15%	27 16%	20 11%	27 18%	12 12%	26 13%	32 11%	39 14%	25 14%	4 7%
Disagree	(0-2) 197 9%	110 11%	86 8%	9 4%	19 5%	16 5%	36 10%	48 15%	68 14%	35 6%	52 9%	53 12%	57 11%	23 13%	11 12%	23 10%	21 12%	16 9%	19 12%	6 6%	17 9%	16 6%	24 8%	17 10%	3 5%
Mean	6.45	6.36	6.54	7.10	6.86	6.89	6.39	6.05	5.87	6.80	6.55	6.15	6.18	6.54	6.38	6.00	6.28	6.46	5.92	6.76	6.37	6.76	6.59	6.46	7.51
Standard deviation	2.69	2.73	2.65	2.33	2.38	2.36	2.67	2.96	2.92	2.46	2.64	2.82	2.83	2.90	2.82	2.52	2.81	2.62	2.68	2.58	2.76	2.51	2.69	2.71	2.45
Standard error	0.06	0.09	0.08	0.15	0.13	0.14	0.14	0.16	0.14	0.11	0.11	0.13	0.13	0.23	0.31	0.17	0.22	0.20	0.22	0.26	0.20	0.15	0.16	0.22	0.31

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 104

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
10 - strongly agree	285	181	94	234	50	171	154	17	23	15	58	17
	14%	13%	15%	14%	12%	14%	14%	14%	14%	17%	12%	16%
9	187	137	47	155	32	120	106	14	13	6	43	6
	9%	10%	7%	9%	8%	10%	9%	12%	8%	6%	9%	5%
8	343	220	118	291	52	212	194	19	23	20	73	15
	16%	16%	18%	17%	13%	17%	17%	15%	14%	23%	15%	14%
7	273	195	75	212	60	175	154	21	20	9	54	15
	13%	14%	12%	13%	15%	14%	14%	17%	12%	11%	11%	15%
6	263	182	77	214	50	171	159	12	17	13	53	10
	13%	13%	12%	13%	12%	14%	14%	10%	11%	14%	11%	9%
5	254	166	85	197	57	139	127	12	20	8	68	19
	12%	12%	13%	12%	14%	11%	11%	10%	12%	9%	14%	18%
4	109	82	26	84	26	58	54	4	5	5	37	4
	5%	6%	4%	5%	6%	5%	5%	3%	3%	6%	7%	4%
3	89	64	24	62	26	46	38	8	12	-	24	6
	4%	4%	4%	4%	6%	4%	3%	7%	7%	-	5%	6%
2	64	40	24	44	20	32	27	5	5	3	23	2
	3%	3%	4%	3%	5%	3%	2%	4%	3%	4%	5%	1%
1	31	24	6	23	8	18	15	2	3	1	7	2
	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%
0 - strongly disagree	102	71	30	77	25	44	40	5	7	*	42	7
	5%	5%	5%	5%	6%	4%	4%	4%	4%	1%	9%	7%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 104

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

		Property ownership		Urban/rural		Working status							House person, housewife, household etc.
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Don't know		92 4%	56 4%	33 5%	84 5%	7 2%	51 4%	47 4%	4 3%	15 9%	7 8%	15 3%	4 4%
Agree	(8-10)	815 39%	538 38%	259 40%	680 41%	134 32%	503 41%	454 41%	49 40%	59 36%	41 47%	174 35%	38 35%
Agree	(7-10)	1088 52%	733 52%	334 52%	893 53%	195 47%	678 55%	607 54%	70 57%	79 49%	50 57%	227 46%	53 50%
Neutral	(4-6)	626 30%	430 30%	189 29%	494 29%	132 32%	368 30%	340 30%	28 23%	42 26%	26 30%	158 32%	32 30%
Disagree	(0-3)	285 14%	199 14%	85 13%	206 12%	80 19%	140 11%	120 11%	20 16%	27 16%	4 5%	97 19%	17 16%
Disagree	(0-2)	197 9%	136 10%	60 9%	143 9%	53 13%	94 8%	82 7%	12 10%	15 9%	4 5%	72 15%	11 10%
Mean		6.45	6.40	6.51	6.56	6.01	6.65	6.66	6.54	6.37	7.12	5.92	6.24
Standard deviation		2.69	2.69	2.68	2.65	2.80	2.55	2.53	2.70	2.79	2.23	2.94	2.84
Standard error		0.06	0.08	0.10	0.07	0.14	0.07	0.08	0.24	0.21	0.22	0.14	0.26

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 105

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
10 - strongly agree	285	52	12	18	68	90	43	1	1	12	271	108	50	32	26	62	30	100	90	17	6	12	2	*	28
	14%	13%	22%	10%	15%	14%	13%	9%	7%	8%	14%	17%	24%	16%	11%	10%	9%	15%	18%	12%	11%	16%	20%	5%	9%
9	187	38	2	11	39	61	35	-	1	13	173	69	24	27	18	51	20	79	47	12	2	8	-	-	19
	9%	10%	3%	6%	8%	9%	11%	-	8%	9%	9%	11%	12%	13%	8%	9%	6%	12%	9%	8%	3%	11%	-	-	6%
8	343	88	7	25	70	91	61	-	2	26	316	131	42	45	44	81	55	119	82	24	13	11	1	2	37
	16%	22%	13%	14%	15%	14%	19%	-	22%	18%	16%	20%	20%	22%	19%	14%	18%	18%	17%	16%	22%	15%	12%	31%	11%
7	273	47	5	23	60	86	47	-	4	24	249	97	25	32	40	78	54	88	62	16	4	8	1	1	41
	13%	12%	9%	13%	13%	13%	15%	-	46%	17%	13%	15%	12%	16%	17%	13%	17%	13%	13%	11%	7%	11%	8%	7%	13%
6	263	46	5	23	62	88	36	2	1	18	244	82	21	31	30	90	31	88	56	17	14	7	2	-	49
	13%	12%	9%	13%	13%	14%	11%	20%	6%	13%	13%	13%	10%	15%	13%	15%	10%	13%	11%	11%	24%	9%	27%	-	15%
5	254	47	9	22	62	80	33	2	-	13	239	60	17	15	28	79	45	76	55	15	4	7	-	3	48
	12%	12%	17%	12%	13%	12%	10%	19%	-	9%	12%	9%	8%	7%	12%	13%	14%	11%	11%	10%	7%	10%	-	38%	15%
4	109	14	3	17	25	31	16	3	*	8	101	24	6	6	12	35	16	24	28	15	5	4	1	*	15
	5%	4%	5%	9%	5%	5%	5%	28%	5%	6%	5%	4%	3%	3%	5%	6%	5%	4%	6%	11%	9%	6%	7%	6%	5%
3	89	18	4	6	13	32	15	-	-	11	78	25	11	7	7	22	18	32	16	6	3	2	-	-	11
	4%	5%	8%	3%	3%	5%	5%	-	-	8%	4%	4%	5%	3%	3%	4%	6%	5%	3%	4%	5%	3%	-	-	4%
2	64	8	3	12	13	20	7	1	-	4	60	16	3	5	8	16	12	13	10	9	1	6	-	-	13
	3%	2%	6%	7%	3%	3%	2%	11%	-	3%	3%	2%	1%	2%	3%	3%	4%	2%	2%	6%	1%	8%	-	-	4%
1	31	9	1	3	1	12	4	-	-	-	31	5	1	2	3	12	4	14	8	3	-	-	-	-	2
	1%	2%	3%	2%	*	2%	1%	-	-	-	2%	1%	*	1%	1%	2%	1%	2%	2%	2%	-	-	-	-	1%
0 - strongly disagree	102	15	1	14	26	34	11	1	-	9	92	12	3	2	8	32	22	22	20	9	2	5	1	-	21
	5%	4%	1%	8%	5%	5%	3%	12%	-	7%	5%	2%	1%	1%	3%	5%	7%	3%	4%	6%	3%	6%	16%	-	7%
Don't know	92	20	3	2	30	27	10	-	1	4	85	13	4	2	7	37	9	14	18	4	5	3	1	1	37
	4%	5%	5%	1%	6%	4%	3%	-	6%	3%	4%	2%	2%	1%	3%	6%	3%	2%	4%	3%	8%	4%	11%	13%	12%
Agree (8-10)	815	177	21	54	177	242	139	1	3	50	760	308	116	103	88	195	105	298	219	53	21	31	2	3	84
	39%	44%	38%	31%	38%	37%	44%	9%	37%	36%	39%	48%	56%	51%	38%	33%	33%	44%	44%	36%	36%	42%	32%	36%	26%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 105

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

If I were to move house, broadband speeds and reliability would be a key consideration for me in choosing where to live

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Agree (7-10)	1088 52%	225 56%	26 47%	78 44%	237 51%	328 50%	186 58%	1 9%	7 83%	74 53%	1009 52%	405 63%	142 68%	135 66%	128 56%	273 46%	159 50%	385 58%	281 57%	69 47%	25 43%	39 53%	3 40%	3 43%	124 39%
Neutral (4-6)	626 30%	107 27%	17 31%	62 35%	149 32%	199 31%	85 27%	6 67%	1 11%	39 28%	584 30%	165 26%	44 21%	52 26%	69 30%	203 34%	91 29%	188 28%	140 28%	47 32%	23 39%	19 26%	3 34%	3 44%	112 35%
Disagree (0-3)	285 14%	50 12%	10 18%	37 21%	52 11%	97 15%	38 12%	2 24%	-	25 17%	261 13%	58 9%	18 8%	15 7%	26 11%	82 14%	56 18%	81 12%	55 11%	26 18%	5 9%	13 17%	1 16%	-	47 15%
Disagree (0-2)	197 9%	32 8%	5 10%	30 17%	40 8%	65 10%	22 7%	2 24%	-	14 10%	183 9%	33 5%	7 3%	8 4%	19 8%	61 10%	38 12%	50 7%	39 8%	20 14%	2 4%	10 14%	1 16%	-	36 11%
Mean	6.45	6.65	6.39	5.73	6.52	6.37	6.71	4.40	7.40	6.19	6.47	7.04	7.42	7.22	6.54	6.20	6.04	6.74	6.76	6.03	6.43	6.39	6.04	6.43	5.94
Standard deviation	2.69	2.59	2.81	2.88	2.66	2.74	2.54	2.69	1.35	2.67	2.69	2.36	2.35	2.15	2.47	2.67	2.74	2.58	2.67	2.84	2.35	2.96	3.56	1.85	2.68
Standard error	0.06	0.13	0.39	0.22	0.13	0.11	0.15	0.90	0.43	0.24	0.06	0.10	0.17	0.16	0.17	0.11	0.16	0.10	0.12	0.24	0.33	0.35	1.13	0.70	0.15

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 106

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	1692	851	838	219	339	280	281	244	329	425	502	364	401	123	69	195	141	158	111	60	138	299	229	121	48
Weighted base	1676	835	838	195	320	289	285	224	364	447	492	335	402	128	67	206	141	157	113	56	138	271	225	133	43
10 - strongly agree	216	103	114	28	48	45	39	30	26	60	66	41	49	23	9	11	27	21	12	5	23	27	32	15	11
	13%	12%	14%	15%	15%	16%	14%	13%	7%	13%	14%	12%	12%	18%	14%	5%	17%	14%	10%	9%	17%	10%	14%	12%	26%
9	104	56	48	15	16	18	29	11	14	35	25	17	27	8	6	15	10	11	6	1	4	15	16	8	4
	6%	7%	6%	8%	5%	6%	10%	5%	4%	8%	5%	5%	7%	6%	9%	7%	7%	7%	5%	1%	3%	6%	7%	6%	8%
8	285	154	130	36	68	47	51	32	50	96	86	63	40	20	7	31	25	28	20	10	28	46	39	24	6
	17%	18%	15%	19%	21%	16%	18%	14%	14%	21%	17%	19%	10%	16%	11%	15%	17%	18%	17%	18%	21%	17%	18%	18%	14%
7	244	118	126	37	56	44	43	26	38	55	74	42	73	18	11	35	17	14	16	6	22	38	31	30	7
	15%	14%	15%	19%	18%	15%	15%	12%	10%	12%	15%	13%	18%	14%	17%	17%	12%	9%	14%	11%	16%	14%	14%	23%	17%
6	142	71	72	30	32	24	14	23	19	48	33	29	33	8	6	19	12	24	9	5	5	31	14	4	5
	8%	8%	9%	16%	10%	8%	5%	10%	5%	11%	7%	9%	8%	6%	10%	9%	9%	15%	8%	8%	4%	11%	6%	4	11%
5	235	126	108	18	44	36	45	26	66	49	66	54	66	25	4	31	21	23	19	8	22	40	29	12	4
	14%	15%	13%	9%	14%	13%	16%	11%	18%	11%	13%	16%	16%	19%	6%	15%	15%	15%	17%	14%	16%	15%	13%	9%	8%
4	62	35	28	7	10	20	9	5	12	23	20	5	13	4	3	9	5	3	4	2	4	18	6	4	1
	4%	4%	3%	4%	3%	7%	3%	2%	3%	5%	4%	2%	3%	3%	4%	4%	3%	2%	3%	4%	3%	7%	3%	3%	3%
3	58	26	31	3	6	6	10	10	23	10	19	10	19	2	3	6	4	6	6	4	8	9	7	4	-
	3%	3%	4%	1%	2%	2%	4%	4%	6%	2%	4%	3%	5%	1%	5%	3%	3%	4%	5%	8%	6%	3%	3%	3%	-
2	31	14	18	1	3	3	5	7	13	7	11	6	7	2	5	5	2	4	1	1	1	4	8	-	-
	2%	2%	2%	*	1%	1%	2%	3%	4%	2%	2%	2%	2%	2%	7%	2%	2%	3%	1%	2%	*	1%	3%	-	-
1	37	17	20	1	3	1	6	7	19	11	8	13	5	3	-	6	2	3	2	1	2	8	6	2	-
	2%	2%	2%	*	1%	*	2%	3%	5%	2%	2%	4%	1%	2%	-	3%	2%	2%	2%	2%	2%	3%	3%	2%	-
0 - strongly disagree	97	52	45	1	11	3	15	23	44	22	28	19	29	5	5	15	4	10	8	2	3	12	14	17	3
	6%	6%	5%	1%	4%	1%	5%	10%	12%	5%	6%	6%	7%	4%	8%	7%	3%	6%	7%	4%	2%	4%	6%	13%	6%
Don't know	164	65	100	16	21	41	20	25	41	33	54	35	42	10	7	24	13	8	12	11	17	25	23	11	3
	10%	8%	12%	8%	7%	14%	7%	11%	11%	7%	11%	10%	10%	8%	11%	12%	9%	5%	11%	19%	13%	9%	10%	8%	6%
Agree (8-10)	605	312	292	80	133	110	119	73	90	190	177	121	116	51	23	57	61	61	38	15	55	88	88	48	21
	36%	37%	35%	41%	42%	38%	42%	32%	25%	43%	36%	36%	29%	40%	34%	27%	43%	39%	33%	27%	40%	33%	39%	36%	49%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 106

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	1676	835	838	195	320	289	285	224	364	447	492	335	402	128	67	206	141	157	113	56	138	271	225	133	43
Agree	(7-10) 51%	430 51%	417 50%	117 60%	189 59%	154 53%	162 57%	99 44%	128 35%	245 55%	251 51%	164 49%	189 47%	69 54%	34 51%	92 44%	78 55%	75 48%	53 47%	21 38%	77 56%	126 46%	119 53%	78 59%	28 65%
Neutral	(4-6) 26%	231 28%	207 25%	56 29%	87 27%	80 28%	67 23%	54 24%	97 27%	120 27%	120 24%	88 26%	112 28%	37 29%	13 20%	58 28%	38 27%	50 32%	31 28%	15 26%	30 22%	89 33%	49 22%	20 15%	10 23%
Disagree	(0-3) 13%	109 13%	114 14%	5 3%	23 7%	14 5%	37 13%	47 21%	98 27%	49 11%	67 14%	48 14%	59 15%	12 9%	13 19%	32 15%	12 9%	23 15%	16 15%	9 16%	13 10%	32 12%	35 15%	24 18%	3 6%
Disagree	(0-2) 10%	83 10%	83 10%	3 1%	17 5%	8 3%	26 9%	37 17%	75 21%	39 9%	48 10%	38 11%	40 10%	10 8%	10 15%	26 13%	8 6%	17 11%	10 9%	5 9%	6 4%	23 9%	28 12%	19 15%	3 6%
Mean	6.37	6.36	6.39	7.21	6.87	6.97	6.58	5.87	5.13	6.61	6.38	6.28	6.16	6.70	6.22	5.88	6.91	6.34	6.17	5.92	6.83	6.24	6.40	6.15	7.31
Standard deviation	2.76	2.75	2.78	1.92	2.38	2.25	2.74	3.16	3.11	2.66	2.78	2.81	2.79	2.67	3.04	2.74	2.56	2.78	2.76	2.68	2.46	2.58	2.93	3.12	2.64
Standard error	0.07	0.10	0.10	0.14	0.13	0.14	0.17	0.21	0.18	0.13	0.13	0.16	0.15	0.25	0.38	0.21	0.23	0.23	0.28	0.37	0.22	0.16	0.20	0.30	0.39

Openreach Consumer Poll ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 107

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

	Property ownership			Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	1692	961	690	1692	-	990	885	105	162	101	344	95	
Weighted base	1676	1105	547	1676	-	1012	918	94	137	77	369	81	
10 - strongly agree	216	124	86	216	-	142	126	16	23	11	30	11	
	13%	11%	16%	13%	-	14%	14%	17%	14%	14%	8%	14%	
9	104	66	37	104	-	74	69	5	7	4	14	5	
	6%	6%	7%	6%	-	7%	8%	5%	5%	5%	4%	6%	
8	285	191	91	285	-	193	175	18	13	13	54	12	
	17%	17%	17%	17%	-	19%	19%	19%	9%	17%	15%	15%	
7	244	169	72	244	-	161	149	12	16	16	39	13	
	15%	15%	13%	15%	-	16%	16%	13%	11%	21%	11%	16%	
6	142	88	51	142	-	93	89	3	12	11	21	6	
	8%	8%	9%	8%	-	9%	10%	4%	9%	15%	6%	7%	
5	235	155	78	235	-	121	104	17	19	13	65	17	
	14%	14%	14%	14%	-	12%	11%	18%	14%	17%	18%	21%	
4	62	36	25	62	-	45	39	6	8	-	9	1	
	4%	3%	4%	4%	-	4%	4%	6%	6%	-	3%	1%	
3	58	41	17	58	-	30	28	2	5	-	21	2	
	3%	4%	3%	3%	-	3%	3%	2%	4%	-	6%	2%	
2	31	24	7	31	-	15	14	2	3	-	11	2	
	2%	2%	1%	2%	-	2%	1%	2%	2%	-	3%	2%	
1	37	29	8	37	-	14	12	2	2	-	20	1	
	2%	3%	1%	2%	-	1%	1%	2%	1%	-	5%	1%	
0 - strongly disagree	97	68	29	97	-	37	33	3	9	-	47	5	
	6%	6%	5%	6%	-	4%	4%	4%	7%	-	13%	6%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 107

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

		Property ownership		Urban/rural		Working status						House person, housewife, household, etc.	
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Weighted base		1676	1105	547	1676	-	1012	918	94	137	77	369	81
Don't know		164	114	47	164	-	88	79	8	21	9	38	8
		10%	10%	9%	10%	-	9%	9%	9%	15%	12%	10%	10%
Agree	(8-10)	605	381	214	605	-	409	370	39	43	28	98	28
		36%	34%	39%	36%	-	40%	40%	41%	31%	36%	27%	34%
Agree	(7-10)	849	550	285	849	-	570	519	51	58	44	137	41
		51%	50%	52%	51%	-	56%	57%	54%	43%	56%	37%	50%
Neutral	(4-6)	440	279	153	440	-	258	232	26	39	25	95	23
		26%	25%	28%	26%	-	26%	25%	27%	28%	32%	26%	28%
Disagree	(0-3)	223	161	61	223	-	97	87	9	19	-	99	9
		13%	15%	11%	13%	-	10%	10%	10%	14%	-	27%	12%
Disagree	(0-2)	166	121	44	166	-	66	59	7	14	-	78	8
		10%	11%	8%	10%	-	7%	6%	8%	10%	-	21%	9%
Mean		6.37	6.25	6.57	6.37	-	6.74	6.75	6.64	6.26	7.23	5.20	6.42
Standard deviation		2.76	2.78	2.71	2.76	-	2.52	2.51	2.67	2.95	1.67	3.16	2.71
Standard error		0.07	0.09	0.11	0.07	-	0.08	0.09	0.27	0.25	0.17	0.18	0.29

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 108

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	at home	Don't know
Unweighted base	1692	427	53	107	389	500	206	4	6	91	1592	507	152	158	197	483	233	512	421	120	41	60	9	8	288
Weighted base	1676	378	52	114	383	528	213	4	5	104	1562	530	155	173	202	482	234	525	423	117	44	60	6	7	261
10 - strongly agree	216 13%	53 14%	8 16%	13 12%	46 12%	66 12%	29 14%	1 24%	-	7 7%	209 13%	89 17%	41 26%	23 13%	25 13%	52 11%	18 8%	75 14%	67 16%	11 9%	2 5%	11 18%	* 5%	-	32 12%
9	104 6%	30 8%	4 7%	3 3%	23 6%	35 7%	6 3%	-	3 62%	6 6%	98 6%	36 7%	14 9%	12 7%	10 5%	39 8%	15 6%	37 7%	24 6%	13 11%	3 7%	* 1%	-	* 5%	11 4%
8	285 17%	56 15%	11 22%	23 20%	72 19%	82 15%	40 19%	* 11%	1 16%	17 17%	266 17%	114 21%	29 19%	47 27%	37 18%	79 16%	43 18%	98 19%	66 16%	12 11%	12 27%	16 27%	1 25%	* 7%	36 14%
7	244 15%	52 14%	7 14%	18 16%	55 14%	76 14%	36 17%	-	1 21%	16 16%	226 14%	89 17%	19 12%	26 15%	45 22%	71 15%	35 15%	81 15%	60 14%	17 15%	8 17%	12 20%	2 26%	1 8%	30 11%
6	142 8%	40 11%	4 7%	9 8%	34 9%	39 7%	17 8%	-	-	13 13%	129 8%	56 11%	11 7%	23 13%	22 11%	37 8%	23 10%	44 8%	33 8%	15 13%	4 9%	2 4%	* 5%	2 26%	19 7%
5	235 14%	55 15%	4 8%	14 12%	49 13%	73 14%	38 18%	2 65%	-	17 16%	216 14%	58 11%	19 13%	16 9%	22 11%	63 13%	37 16%	67 13%	59 14%	12 10%	5 12%	8 13%	2 30%	1 18%	46 18%
4	62 4%	14 4%	4 8%	3 2%	12 3%	24 5%	6 3%	-	-	8 7%	55 3%	29 5%	9 6%	10 6%	10 5%	15 3%	13 5%	13 3%	17 4%	9 8%	* 1%	1 1%	-	-	9 4%
3	58 3%	11 3%	2 4%	5 5%	14 4%	16 3%	10 5%	-	-	1 1%	56 4%	7 1%	1 1%	2 1%	4 2%	23 5%	10 4%	12 2%	16 4%	7 6%	3 8%	-	-	-	9 3%
2	31 2%	11 3%	2 3%	3 3%	2 1%	10 2%	2 1%	-	-	-	31 2%	4 1%	* 2%	3 1%	1 1%	11 2%	4 2%	9 2%	7 2%	-	2 4%	3 5%	1 9%	-	6 2%
1	37 2%	6 2%	1 2%	4 3%	12 3%	10 2%	4 2%	-	-	2 2%	35 2%	5 1%	1 1%	2 1%	2 1%	9 2%	5 2%	9 2%	13 3%	3 2%	1 2%	-	-	-	6 2%
0 - strongly disagree	97 6%	17 5%	4 8%	11 10%	22 6%	30 6%	12 6%	-	-	4 4%	93 6%	11 2%	2 1%	2 1%	7 3%	26 5%	17 7%	28 5%	27 6%	9 8%	1 3%	3 6%	-	-	12 5%
Don't know	164 10%	33 9%	* 1%	9 7%	43 11%	67 13%	13 6%	-	-	11 11%	148 9%	31 6%	7 5%	8 5%	16 8%	57 12%	16 7%	51 10%	36 8%	7 6%	3 6%	4 6%	-	3 36%	46 18%
Agree (8-10)	605 36%	139 37%	23 45%	39 34%	141 37%	182 35%	75 35%	1 35%	4 79%	31 30%	573 37%	239 45%	85 55%	82 47%	72 36%	170 35%	76 32%	210 40%	157 37%	36 31%	17 39%	27 45%	2 30%	1 12%	79 30%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 108

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

Knowing that there is internet connectivity outside of cities would make me more likely to consider living outside of major urban areas

Base: All respondents living in an urban area

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Weighted base	1676	378	52	114	383	528	213	4	5	104	1562	530	155	173	202	482	234	525	423	117	44	60	6	7	261
Agree (7-10)	849 51%	190 50%	31 59%	57 50%	196 51%	258 49%	111 52%	1 35%	5 100%	47 45%	799 51%	328 62%	103 67%	108 62%	117 58%	242 50%	110 47%	291 55%	217 51%	54 46%	25 55%	39 65%	3 56%	1 20%	109 42%
Neutral (4-6)	440 26%	109 29%	12 23%	25 22%	95 25%	136 26%	61 28%	2 65%	-	38 36%	399 26%	142 27%	39 26%	49 28%	54 27%	116 24%	72 31%	124 24%	108 26%	36 31%	10 22%	11 18%	2 35%	3 44%	74 28%
Disagree (0-3)	223 13%	45 12%	9 17%	24 21%	50 13%	66 13%	29 14%	-	-	8 7%	216 14%	28 5%	5 3%	8 5%	15 7%	68 14%	36 15%	59 11%	63 15%	19 16%	7 17%	6 11%	1 9%	-	32 12%
Disagree (0-2)	166 10%	35 9%	7 13%	19 16%	36 9%	51 10%	19 9%	-	-	6 6%	159 10%	21 4%	4 2%	7 4%	11 5%	46 9%	26 11%	47 9%	47 11%	12 10%	4 9%	6 11%	1 9%	-	23 9%
Mean	6.37	6.49	6.39	5.89	6.41	6.36	6.33	6.53	8.41	6.28	6.38	7.07	7.50	7.05	6.73	6.35	6.01	6.64	6.36	6.04	6.32	6.83	6.33	6.29	6.23
Standard deviation	2.76	2.68	2.99	3.06	2.75	2.77	2.68	2.54	0.92	2.37	2.79	2.28	2.29	2.13	2.34	2.73	2.72	2.70	2.89	2.84	2.47	2.66	2.12	1.37	2.73
Standard error	0.07	0.14	0.41	0.31	0.15	0.13	0.19	1.27	0.38	0.26	0.07	0.10	0.19	0.17	0.17	0.13	0.18	0.13	0.15	0.27	0.40	0.36	0.71	0.61	0.18

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 109

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would consider moving to an urban area in order to get better internet connectivity

Base: All respondents living in a rural area

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	399	185	212	31	42	44	73	95	114	96	106	105	92	47	18	27	34	24	36	44	55	4	55	39	16
Weighted base	415	184	228	32	40	44	79	95	125	103	112	103	96	50	19	26	33	23	38	42	56	5	60	47	16
10 - strongly agree	12	7	5	3	2	3	1	2	1	3	3	3	2	1	*	1	-	-	3	-	2	-	3	1	-
	3%	4%	2%	9%	5%	7%	1%	2%	1%	3%	2%	3%	2%	2%	2%	5%	-	-	8%	-	4%	-	5%	2%	-
9	5	3	2	-	1	1	1	-	2	1	2	1	1	-	-	1	-	1	-	1	-	-	2	-	-
	1%	2%	1%	-	3%	2%	1%	-	1%	1%	1%	1%	1%	-	-	4%	-	4%	-	3%	-	-	3%	-	-
8	19	11	8	3	2	6	3	1	4	5	2	7	6	2	2	*	-	1	4	4	2	-	1	2	2
	5%	6%	3%	11%	4%	14%	3%	1%	4%	5%	1%	7%	6%	5%	12%	1%	-	4%	10%	9%	3%	-	2%	4%	10%
7	29	16	13	4	4	5	5	4	6	5	13	7	5	1	2	4	2	1	2	2	4	-	2	8	1
	7%	9%	6%	12%	10%	12%	7%	4%	5%	4%	11%	6%	5%	2%	11%	14%	6%	5%	6%	4%	7%	-	3%	18%	7%
6	20	11	9	4	3	3	3	1	5	7	3	3	6	2	3	1	4	-	1	-	3	3	1	1	-
	5%	6%	4%	14%	9%	7%	4%	1%	4%	7%	3%	3%	7%	4%	16%	5%	11%	-	2%	-	6%	47%	2%	3%	-
5	38	17	21	2	6	3	6	12	9	8	8	6	16	2	1	2	2	1	5	5	8	1	7	2	2
	9%	9%	9%	7%	16%	6%	7%	13%	8%	8%	7%	6%	17%	4%	6%	7%	8%	3%	12%	12%	14%	16%	12%	5%	14%
4	33	12	21	9	3	3	7	6	5	12	10	5	6	4	-	3	3	4	-	2	3	2	8	1	2
	8%	7%	9%	29%	7%	7%	9%	7%	4%	12%	9%	5%	6%	8%	-	13%	9%	16%	-	5%	6%	37%	14%	3%	13%
3	42	15	26	2	5	3	8	14	10	7	14	18	3	5	3	4	2	2	2	6	4	-	5	9	1
	10%	8%	11%	5%	12%	7%	10%	14%	8%	6%	12%	18%	3%	11%	14%	15%	6%	7%	6%	14%	7%	-	8%	19%	4%
2	29	13	17	1	2	3	3	10	11	7	4	11	7	5	2	-	3	1	3	6	3	-	4	3	1
	7%	7%	7%	3%	4%	6%	4%	11%	9%	7%	3%	11%	8%	10%	9%	-	8%	5%	8%	14%	6%	-	6%	6%	5%
1	36	15	20	*	3	6	6	6	15	8	16	5	8	8	2	3	1	4	3	2	4	-	6	4	1
	9%	8%	9%	2%	7%	15%	7%	6%	12%	7%	14%	5%	8%	15%	10%	11%	2%	19%	8%	4%	6%	-	11%	8%	7%
0 - strongly disagree	131	57	72	-	7	7	30	37	50	36	34	28	33	17	3	5	16	8	15	12	21	-	19	10	6
	32%	31%	32%	-	19%	16%	38%	39%	40%	34%	31%	27%	34%	35%	15%	20%	48%	34%	41%	28%	36%	-	32%	20%	37%
Don't know	20	6	14	2	1	1	7	2	6	5	4	8	3	2	1	1	1	1	-	3	2	-	2	6	1
	5%	3%	6%	8%	3%	2%	8%	3%	5%	5%	3%	7%	4%	5%	4%	5%	3%	5%	-	7%	4%	-	3%	13%	4%
Agree (8-10)	36	21	15	6	5	10	5	3	7	10	6	12	9	3	3	3	-	2	6	5	4	-	6	3	2
	9%	12%	6%	20%	12%	23%	6%	3%	6%	9%	5%	11%	9%	7%	15%	10%	-	8%	17%	12%	7%	-	10%	6%	10%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 109

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would consider moving to an urban area in order to get better internet connectivity

Base: All respondents living in a rural area

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	415	184	228	32	40	44	79	95	125	103	112	103	96	50	19	26	33	23	38	42	56	5	60	47	16
Agree (7-10)	65 16%	37 20%	28 12%	10 32%	9 22%	15 35%	10 12%	7 8%	13 11%	14 14%	19 17%	18 18%	13 14%	4 8%	5 25%	6 25%	2 6%	3 12%	9 23%	7 17%	8 14%	-	7 13%	11 23%	3 17%
Neutral (4-6)	91 22%	40 22%	51 23%	16 50%	13 32%	9 19%	16 21%	19 20%	19 15%	27 26%	21 19%	14 14%	29 30%	8 17%	4 23%	7 25%	9 28%	4 19%	5 14%	7 17%	14 26%	5 100%	17 29%	5 11%	4 27%
Disagree (0-3)	238 57%	101 55%	135 59%	3 10%	17 42%	20 44%	46 59%	67 70%	86 69%	57 55%	68 61%	63 61%	51 52%	35 70%	9 48%	12 45%	21 64%	15 64%	24 63%	25 60%	32 56%	-	33 56%	25 53%	8 52%
Disagree (0-2)	197 47%	85 46%	109 48%	2 5%	12 30%	16 37%	38 48%	53 56%	75 60%	50 49%	54 48%	45 43%	48 49%	30 60%	7 34%	8 31%	19 57%	13 57%	21 57%	19 46%	28 49%	-	29 48%	16 34%	8 48%
Mean	3.00	3.29	2.78	5.65	4.07	4.34	2.61	2.32	2.27	2.94	2.87	3.14	3.06	2.25	4.13	3.90	2.23	2.37	3.08	3.05	2.96	5.10	2.96	3.48	2.88
Standard deviation	2.95	3.14	2.77	2.25	3.01	3.34	2.84	2.52	2.71	3.00	2.87	2.97	2.99	2.60	3.03	3.12	2.56	2.74	3.49	2.87	3.04	1.01	2.99	2.90	2.96
Standard error	0.15	0.24	0.19	0.42	0.47	0.51	0.34	0.26	0.26	0.31	0.28	0.30	0.32	0.39	0.73	0.62	0.45	0.57	0.58	0.44	0.42	0.50	0.41	0.48	0.76

Openreach Consumer Poll ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 110

Q10. On a 0-10 scale where 0 means strongly disagree and 10 means strongly agree, can you tell me how strongly you agree or disagree with each of the following statements about the role broadband plays in choosing where you live?

I would consider moving to an urban area in order to get better internet connectivity

Base: All respondents living in a rural area

	Property ownership			Urban/rural		Working status						House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	399	283	103	-	399	210	180	30	31	11	121	26
Weighted base	415	314	93	-	415	224	197	28	26	11	128	25
10 - strongly agree	12	5	7	-	12	5	5	-	3	1	2	1
	3%	1%	8%	-	3%	2%	3%	-	10%	12%	2%	2%
9	5	3	2	-	5	3	2	1	-	-	2	-
	1%	1%	2%	-	1%	1%	1%	3%	-	-	1%	-
8	19	9	9	-	19	12	11	1	1	1	4	1
	5%	3%	10%	-	5%	5%	6%	4%	4%	7%	3%	5%
7	29	23	4	-	29	16	16	-	4	2	6	-
	7%	7%	5%	-	7%	7%	8%	-	14%	22%	5%	-
6	20	15	5	-	20	12	11	1	2	1	6	-
	5%	5%	5%	-	5%	5%	6%	3%	6%	7%	4%	-
5	38	31	7	-	38	18	17	1	7	1	11	2
	9%	10%	8%	-	9%	8%	8%	3%	29%	8%	9%	6%
4	33	27	7	-	33	21	20	1	1	4	5	1
	8%	9%	7%	-	8%	9%	10%	3%	6%	40%	4%	2%
3	42	34	8	-	42	27	22	5	*	-	12	2
	10%	11%	9%	-	10%	12%	11%	18%	2%	-	9%	8%
2	29	20	9	-	29	18	15	3	1	-	11	-
	7%	6%	9%	-	7%	8%	8%	10%	3%	-	9%	-
1	36	29	7	-	36	20	19	1	-	*	13	3
	9%	9%	7%	-	9%	9%	10%	3%	-	4%	10%	13%
0 - strongly disagree	131	109	20	-	131	63	48	15	6	-	48	14
	32%	35%	22%	-	32%	28%	24%	54%	22%	-	38%	58%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 110

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I would consider moving to an urban area in order to get better internet connectivity

Base: All respondents living in a rural area

	Property ownership			Urban/rural		Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Weighted base	415	314	93	-	415	224	197	28	26	11	128	25	
Don't know	20 5%	11 4%	8 9%	-	20 5%	10 4%	10 5%	-	1 5%	-	7 6%	2 6%	
Agree (8-10)	36 9%	17 5%	18 20%	-	36 9%	21 9%	19 10%	2 7%	4 14%	2 19%	8 6%	2 8%	
Agree (7-10)	65 16%	39 13%	23 24%	-	65 16%	37 16%	35 18%	2 7%	7 28%	5 41%	14 11%	2 8%	
Neutral (4-6)	91 22%	72 23%	18 20%	-	91 22%	50 22%	48 24%	2 9%	11 41%	6 55%	22 17%	2 8%	
Disagree (0-3)	238 57%	191 61%	44 47%	-	238 57%	127 57%	104 53%	24 85%	7 26%	*	85 66%	19 78%	
Disagree (0-2)	197 47%	158 50%	35 38%	-	197 47%	100 45%	81 41%	19 67%	6 24%	*	73 57%	17 70%	
Mean	3.00	2.72	3.92	-	3.00	3.13	3.33	1.76	4.72	5.74	2.45	1.50	
Standard deviation	2.95	2.76	3.36	-	2.95	2.90	2.90	2.48	3.18	2.37	2.78	2.64	
Standard error	0.15	0.17	0.34	-	0.15	0.20	0.22	0.45	0.59	0.72	0.26	0.53	

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 111

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I would consider moving to an urban area in order to get better internet connectivity

Base: All respondents living in a rural area

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	399	26	3	60	82	116	102	5	5	32	367	102	51	25	26	108	77	138	68	27	12	13	2	1	61
Weighted base	415	23	4	64	85	122	106	6	4	38	377	112	53	30	29	113	80	144	71	29	14	13	2	1	60
10 - strongly agree	12	1	-	1	3	5	1	-	-	-	12	3	1	2	-	3	3	3	-	2	2	1	-	-	*
	3%	6%	-	2%	4%	4%	1%	-	-	-	3%	2%	2%	5%	-	2%	4%	2%	-	8%	11%	10%	-	-	1%
9	5	1	-	1	1	1	1	-	-	-	5	3	1	1	1	-	1	2	2	-	-	-	-	-	-
	1%	4%	-	1%	2%	1%	1%	-	-	-	1%	3%	2%	5%	4%	-	1%	1%	3%	-	-	-	-	-	-
8	19	3	-	3	5	4	4	-	-	3	16	8	4	2	1	4	3	9	2	2	1	1	-	-	3
	5%	13%	-	5%	6%	4%	4%	-	-	8%	4%	7%	8%	7%	5%	4%	4%	6%	3%	5%	7%	6%	-	-	4%
7	29	1	-	3	6	8	10	-	-	2	27	10	5	2	3	6	2	12	7	2	1	-	-	-	4
	7%	4%	-	5%	7%	6%	10%	-	-	4%	7%	9%	10%	6%	12%	5%	2%	8%	10%	8%	9%	-	-	-	7%
6	20	3	-	5	3	4	5	-	-	1	18	6	1	3	2	6	5	5	5	1	1	-	-	-	3
	5%	12%	-	7%	4%	3%	5%	-	-	3%	5%	5%	3%	9%	6%	5%	6%	4%	6%	4%	10%	-	-	-	5%
5	38	1	2	4	5	18	8	-	2	1	38	5	3	1	1	13	6	15	6	3	-	1	-	-	9
	9%	3%	47%	6%	6%	15%	7%	-	45%	2%	10%	4%	6%	3%	3%	11%	7%	10%	8%	9%	-	7%	-	-	14%
4	33	5	2	3	9	6	8	-	-	4	29	12	6	4	2	10	10	6	2	2	3	2	-	-	7
	8%	21%	53%	5%	11%	5%	7%	-	-	10%	8%	10%	11%	14%	5%	9%	13%	4%	3%	8%	25%	15%	-	-	12%
3	42	3	-	5	11	11	11	1	-	6	35	14	5	4	5	13	9	15	4	6	1	*	-	-	7
	10%	11%	-	8%	13%	9%	11%	23%	-	17%	9%	13%	10%	12%	18%	12%	11%	11%	6%	19%	7%	3%	-	-	11%
2	29	-	-	14	5	5	5	-	-	3	27	4	2	1	1	14	10	8	4	-	2	3	-	-	1
	7%	-	-	22%	6%	4%	5%	-	-	7%	7%	4%	4%	2%	5%	12%	12%	5%	6%	-	15%	26%	-	100%	2%
1	36	1	-	4	6	15	10	1	-	4	33	10	6	3	1	10	6	16	6	2	-	-	1	-	7
	9%	3%	-	6%	7%	12%	9%	14%	-	10%	9%	9%	11%	12%	2%	9%	7%	11%	8%	7%	-	-	33%	-	11%
0 - strongly disagree	131	5	-	18	29	38	37	4	2	13	118	33	16	6	11	30	25	45	31	9	2	1	-	-	15
	32%	21%	-	28%	34%	31%	35%	63%	41%	34%	31%	29%	29%	20%	39%	27%	31%	31%	43%	33%	17%	19%	67%	-	24%
Don't know	20	1	-	4	1	8	6	-	1	1	19	5	3	2	1	5	2	9	3	-	-	2	-	-	5
	5%	2%	-	6%	2%	6%	5%	-	14%	4%	5%	5%	5%	6%	3%	4%	2%	6%	4%	-	-	15%	-	-	8%
Agree (8-10)	36	5	-	5	9	10	6	-	-	3	33	14	6	5	2	7	7	14	4	4	3	2	-	-	3
	9%	23%	-	8%	11%	9%	6%	-	-	8%	9%	12%	12%	17%	8%	6%	9%	9%	6%	13%	18%	16%	-	-	5%

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	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	415	23	4	64	85	122	106	6	4	38	377	112	53	30	29	113	80	144	71	29	14	13	2	1	60
Agree (7-10)	65 16%	6 27%	-	8 13%	15 18%	18 15%	16 15%	-	-	5 13%	60 16%	24 21%	11 21%	7 23%	6 20%	13 11%	9 11%	26 18%	11 15%	6 21%	4 27%	2 16%	-	-	7 12%
Neutral (4-6)	91 22%	8 36%	4 100%	11 17%	17 20%	28 23%	21 20%	-	2 45%	6 16%	85 23%	22 20%	10 20%	8 26%	4 14%	28 25%	21 26%	26 18%	12 17%	6 20%	5 35%	3 22%	-	-	19 31%
Disagree (0-3)	238 57%	8 35%	-	41 63%	51 60%	68 56%	63 59%	6 100%	2 41%	25 67%	213 56%	61 54%	29 54%	14 46%	18 64%	67 59%	49 61%	84 58%	45 63%	17 59%	5 38%	6 47%	2 100%	1 100%	29 49%
Disagree (0-2)	197 47%	5 23%	-	36 56%	40 47%	58 47%	51 49%	5 77%	2 41%	19 51%	178 47%	46 42%	23 44%	10 33%	13 46%	53 47%	40 50%	69 48%	41 57%	11 40%	4 32%	6 44%	2 100%	1 100%	23 38%
Mean	3.00	4.48	4.47	2.86	3.04	3.00	2.79	0.84	2.61	2.55	3.04	3.32	3.20	3.89	2.95	2.94	2.90	3.00	2.57	3.36	4.37	3.57	0.33	2.00	3.12
Standard deviation	2.95	3.22	0.58	2.81	3.04	3.02	2.85	1.36	2.96	2.66	2.98	3.09	3.07	3.22	3.04	2.69	2.85	3.01	2.97	3.25	3.21	3.33	-	-	2.64
Standard error	0.15	0.64	0.34	0.37	0.34	0.29	0.29	0.61	1.48	0.48	0.16	0.31	0.43	0.66	0.61	0.26	0.33	0.26	0.37	0.62	0.93	1.00	-	-	0.35

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 112

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Summary
Base: All respondents

	An ultra-fast, ultra-reliable broadband connection	A front garden	A back garden	Good public transport links	Good parking	New bathroom	New kitchen	Double glazing	An electric vehicle charge point	Proximity to work	Proximity to friends and family
Unweighted base	2091	2091	2091	2091	2091	2091	2091	2091	2091	2091	2091
Weighted base	2091	2091	2091	2091	2091	2091	2091	2091	2091	2091	2091
NET: Essential/ Nice to have	1962 94%	1703 81%	1935 93%	1762 84%	1840 88%	1841 88%	1824 87%	2000 96%	1006 48%	1318 63%	1786 85%
Essential	692 33%	441 21%	1170 56%	771 37%	1175 56%	313 15%	274 13%	1469 70%	135 6%	443 21%	557 27%
Nice to have	1270 61%	1262 60%	765 37%	991 47%	666 32%	1528 73%	1550 74%	532 25%	871 42%	875 42%	1229 59%
Unimportant	119 6%	347 17%	119 6%	313 15%	222 11%	241 12%	251 12%	81 4%	963 46%	713 34%	289 14%
Would rather not have	10 1%	40 2%	37 2%	16 1%	29 1%	9 *	16 1%	10 *	122 6%	60 3%	16 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 113

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An ultra-fast, ultra-reliable broadband connection
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1962	951	1006	211	340	318	345	296	452	526	574	407	456	169	73	217	168	170	139	90	188	257	269	167	57
	94%	93%	94%	93%	95%	95%	95%	93%	93%	96%	95%	93%	91%	95%	85%	93%	97%	94%	92%	91%	96%	93%	95%	93%	97%
Essential	692	323	366	88	150	137	111	82	124	221	203	135	133	71	22	61	57	57	43	30	49	123	91	64	26
	33%	32%	34%	39%	42%	41%	31%	26%	25%	40%	34%	31%	27%	40%	25%	26%	33%	31%	29%	30%	25%	45%	32%	35%	45%
Nice to have	1270	628	640	124	190	181	233	214	328	304	371	272	323	98	52	156	111	113	95	60	139	133	178	103	31
	61%	62%	60%	55%	53%	54%	64%	67%	67%	55%	62%	62%	65%	55%	60%	67%	64%	63%	63%	61%	71%	48%	63%	57%	52%
Unimportant	119	64	55	12	15	14	18	23	36	24	28	28	38	8	11	14	5	10	11	8	6	17	15	13	2
	6%	6%	5%	5%	4%	4%	5%	7%	7%	4%	5%	6%	8%	4%	13%	6%	3%	6%	7%	8%	3%	6%	5%	7%	3%
Would rather not have	10	5	6	3	4	1	1	1	-	*	2	3	5	1	1	2	-	-	1	1	1	2	1	-	-
	1%	*	1%	1%	1%	*	*	*	-	*	*	1%	1%	1%	2%	1%	-	-	1%	1%	1%	1%	*	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 114

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An ultra-fast, ultra-reliable broadband connection
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1962 94%	1337 94%	595 93%	1578 94%	384 93%	1160 94%	1040 93%	119 97%	149 91%	85 96%	468 94%	101 95%
Essential	692 33%	431 30%	241 38%	583 35%	109 26%	446 36%	402 36%	44 36%	47 29%	40 45%	128 26%	32 30%
Nice to have	1270 61%	905 64%	354 55%	995 59%	275 66%	714 58%	638 57%	76 62%	102 63%	45 51%	340 68%	69 65%
Unimportant	119 6%	76 5%	40 6%	92 5%	26 6%	69 6%	66 6%	3 3%	14 9%	2 3%	29 6%	4 4%
Would rather not have	10 1%	6 *	5 1%	6 *	4 1%	8 1%	8 1%	- -	- -	1 1%	- -	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 115

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An ultra-fast, ultra-reliable broadband connection
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1962 94%	366 91%	52 93%	165 93%	450 96%	607 93%	306 96%	7 75%	9 100%	124 87%	1828 94%	615 96%	198 95%	194 95%	223 97%	545 92%	299 95%	640 96%	467 95%	137 94%	55 94%	66 91%	6 80%	5 63%	287 89%
Essential	692 33%	151 38%	23 42%	39 22%	161 34%	205 32%	108 34%	3 27%	2 18%	44 31%	643 33%	278 43%	99 48%	89 44%	90 39%	167 28%	101 32%	210 31%	206 42%	47 32%	19 33%	29 40%	2 28%	*	77 24%
Nice to have	1270 61%	215 54%	28 51%	126 71%	288 62%	402 62%	198 62%	5 48%	7 82%	79 56%	1185 61%	337 52%	99 47%	106 52%	132 57%	377 63%	197 63%	431 64%	261 53%	90 62%	36 62%	37 51%	4 52%	4 59%	210 65%
Unimportant	119 6%	33 8%	3 5%	11 6%	16 3%	41 6%	12 4%	2 25%	-	16 11%	103 5%	21 3%	6 3%	7 3%	8 3%	49 8%	16 5%	23 3%	27 5%	8 5%	3 6%	6 8%	2 20%	3 37%	32 10%
Would rather not have	10 1%	2 *	1 2%	2 1%	3 1%	2 *	1 *	-	-	2 1%	9 *	6 1%	3 2%	3 1%	-	2 *	-	6 1%	1 *	1 1%	-	1 1%	-	-	2 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 116

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A front garden

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1703	827	874	176	289	265	299	267	408	449	480	374	400	154	66	193	147	144	124	70	157	213	233	150	52
	81%	81%	82%	78%	80%	79%	82%	84%	83%	82%	80%	85%	80%	86%	77%	83%	85%	80%	83%	72%	81%	77%	82%	83%	89%
Essential	441	184	257	27	57	59	77	78	144	121	121	101	98	48	19	57	40	38	33	16	36	49	55	35	15
	21%	18%	24%	12%	16%	18%	21%	25%	29%	22%	20%	23%	20%	27%	22%	25%	23%	21%	22%	17%	19%	18%	19%	19%	26%
Nice to have	1262	642	617	149	232	206	222	188	264	328	359	272	302	106	47	135	107	106	91	54	121	165	178	115	37
	60%	63%	58%	66%	65%	62%	61%	59%	54%	60%	59%	62%	61%	59%	55%	58%	62%	59%	60%	55%	62%	60%	63%	64%	63%
Unimportant	347	170	175	48	61	63	54	46	75	96	104	60	87	21	17	37	26	28	23	25	32	57	46	28	6
	17%	17%	16%	21%	17%	19%	15%	14%	15%	18%	17%	14%	18%	12%	20%	16%	15%	16%	15%	25%	16%	21%	16%	16%	11%
Would rather not have	40	22	18	2	9	5	11	7	6	5	20	4	11	3	2	3	1	8	3	3	5	5	6	2	-
	2%	2%	2%	1%	3%	2%	3%	2%	1%	1%	3%	1%	2%	2%	3%	1%	*	4%	2%	3%	3%	2%	2%	1%	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 117

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A front garden
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1703 81%	1168 82%	510 80%	1350 81%	353 85%	1010 82%	909 82%	101 83%	122 75%	67 76%	416 84%	87 82%
Essential	441 21%	335 24%	100 16%	318 19%	124 30%	240 19%	219 20%	22 18%	26 16%	7 8%	145 29%	22 21%
Nice to have	1262 60%	833 59%	410 64%	1032 62%	229 55%	770 62%	691 62%	79 65%	96 59%	60 68%	271 54%	65 61%
Unimportant	347 17%	225 16%	115 18%	291 17%	56 14%	203 16%	185 17%	18 15%	34 21%	19 22%	74 15%	17 16%
Would rather not have	40 2%	25 2%	15 2%	35 2%	5 1%	24 2%	20 2%	3 3%	6 4%	2 2%	7 1%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 118

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A front garden

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1703 81%	292 73%	37 67%	156 87%	372 79%	554 85%	280 88%	6 61%	7 80%	121 85%	1572 81%	512 80%	169 81%	164 80%	179 78%	499 84%	265 84%	548 82%	412 83%	119 82%	43 74%	56 78%	4 50%	5 71%	250 78%
Essential	441 21%	44 11%	10 18%	49 28%	69 15%	167 26%	97 31%	4 37%	1 12%	34 24%	404 21%	131 20%	53 25%	46 23%	32 14%	110 18%	77 24%	149 22%	100 20%	34 23%	10 18%	15 20%	2 23%	1 9%	55 17%
Nice to have	1262 60%	248 62%	27 49%	106 60%	303 65%	387 59%	183 57%	2 24%	6 68%	86 61%	1168 60%	381 59%	116 56%	118 58%	147 64%	389 65%	188 60%	400 60%	312 63%	85 58%	33 56%	42 58%	2 27%	5 63%	195 61%
Unimportant	347 17%	95 24%	14 26%	21 12%	89 19%	88 13%	36 11%	3 27%	2 20%	16 12%	331 17%	113 18%	35 17%	34 17%	44 19%	90 15%	39 12%	112 17%	72 15%	27 18%	15 26%	14 19%	3 42%	2 29%	63 20%
Would rather not have	40 2%	14 3%	4 8%	2 1%	7 1%	9 1%	3 1%	1 13%	- -	4 3%	36 2%	17 3%	4 2%	6 3%	7 3%	6 1%	11 4%	9 1%	10 2%	- -	- -	3 4%	1 8%	- -	7 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 119

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A back garden**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1935	929	1001	203	318	307	344	294	470	508	559	417	451	164	75	216	166	166	139	87	184	240	267	175	56
	93%	91%	94%	90%	88%	92%	94%	92%	96%	92%	93%	95%	90%	92%	88%	93%	96%	93%	92%	89%	94%	87%	94%	97%	95%
Essential	1170	513	655	78	170	196	218	202	307	314	330	267	260	98	37	127	94	117	95	50	116	125	163	111	38
	56%	50%	61%	34%	47%	59%	60%	63%	63%	57%	55%	61%	52%	55%	43%	55%	54%	65%	63%	51%	59%	45%	57%	62%	65%
Nice to have	765	416	345	125	147	111	126	92	163	194	230	150	191	66	39	89	72	49	44	37	68	116	104	64	18
	37%	41%	32%	55%	41%	33%	34%	29%	33%	35%	38%	34%	38%	37%	45%	38%	41%	27%	29%	38%	35%	42%	37%	36%	30%
Unimportant	119	71	48	19	36	21	10	18	15	34	30	19	36	10	9	11	8	10	10	9	7	30	12	2	3
	6%	7%	4%	8%	10%	6%	3%	6%	3%	6%	5%	4%	7%	6%	10%	5%	4%	5%	6%	9%	4%	11%	4%	1%	5%
Would rather not have	37	18	18	4	6	5	10	8	4	8	14	2	12	4	1	5	-	4	2	2	3	5	6	3	-
	2%	2%	2%	2%	2%	2%	3%	2%	1%	2%	2%	1%	2%	2%	2%	2%	-	2%	1%	2%	2%	2%	2%	2%	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 120

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A back garden
Base: All respondents

	Property ownership		Urban/rural		Working status						House person, housewife, husband, etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1935 93%	1337 94%	569 89%	1537 92%	398 96%	1137 92%	1022 92%	114 93%	143 88%	74 84%	481 97%	101 96%
Essential	1170 56%	877 62%	277 43%	887 53%	284 68%	680 55%	608 55%	72 59%	77 48%	21 24%	316 63%	77 72%
Nice to have	765 37%	460 32%	292 46%	650 39%	114 28%	457 37%	415 37%	42 34%	65 40%	53 60%	165 33%	25 23%
Unimportant	119 6%	60 4%	56 9%	107 6%	12 3%	78 6%	72 6%	6 5%	16 10%	12 13%	11 2%	3 3%
Would rather not have	37 2%	22 2%	15 2%	32 2%	4 1%	22 2%	20 2%	2 2%	5 3%	3 3%	5 1%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 121

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - A back garden**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1935 93%	335 84%	47 85%	168 94%	438 93%	624 96%	306 96%	8 87%	8 95%	119 84%	1805 93%	576 90%	193 93%	177 87%	205 89%	561 94%	290 92%	623 93%	464 94%	135 93%	54 93%	62 85%	5 70%	6 83%	295 92%
Essential	1170 56%	99 25%	24 43%	112 63%	282 60%	433 67%	207 65%	6 66%	6 64%	71 50%	1094 56%	338 53%	136 65%	94 46%	108 47%	342 57%	180 57%	390 58%	276 56%	77 53%	29 50%	29 40%	2 27%	2 21%	186 58%
Nice to have	765 37%	236 59%	23 42%	55 31%	155 33%	191 29%	99 31%	2 21%	3 31%	48 34%	712 37%	238 37%	58 28%	83 41%	97 42%	219 37%	110 35%	233 35%	188 38%	59 40%	25 43%	33 45%	3 43%	5 62%	109 34%
Unimportant	119 6%	55 14%	4 8%	9 5%	23 5%	18 3%	10 3%	- -	* 5%	16 11%	103 5%	49 8%	11 5%	18 9%	21 9%	28 5%	17 5%	36 5%	26 5%	9 6%	3 5%	7 10%	2 22%	1 17%	18 6%
Would rather not have	37 2%	11 3%	4 7%	2 1%	8 2%	9 1%	2 1%	1 13%	- -	6 4%	30 2%	16 3%	4 2%	9 4%	4 2%	6 1%	8 3%	10 2%	4 1%	1 *	1 2%	4 5%	1 8%	- -	8 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 122

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good public transport links

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1762	848	910	203	297	284	295	256	428	468	517	371	405	155	74	197	155	151	119	72	160	256	235	139	48
	84%	83%	85%	90%	83%	85%	81%	80%	87%	85%	86%	85%	81%	87%	86%	85%	90%	84%	79%	73%	82%	93%	83%	78%	82%
Essential	771	347	422	85	132	115	125	104	209	189	232	158	192	69	36	81	53	56	42	25	58	164	112	54	22
	37%	34%	40%	38%	37%	35%	34%	33%	43%	34%	38%	36%	39%	39%	42%	35%	30%	31%	28%	25%	30%	59%	39%	30%	37%
Nice to have	991	501	488	118	165	169	170	151	218	279	285	214	213	86	37	116	103	95	77	47	102	92	124	86	26
	47%	49%	46%	52%	46%	51%	47%	47%	45%	51%	47%	49%	43%	48%	44%	50%	59%	53%	51%	48%	53%	33%	44%	48%	44%
Unimportant	313	166	147	19	61	46	68	61	59	78	83	65	87	23	8	33	17	28	32	26	34	18	46	39	11
	15%	16%	14%	9%	17%	14%	19%	19%	12%	14%	14%	15%	17%	13%	9%	14%	10%	15%	21%	26%	17%	6%	16%	22%	18%
Would rather not have	16	6	10	4	2	3	1	3	2	4	4	2	7	-	5	1	1	1	-	1	*	2	3	2	-
	1%	1%	1%	2%	*	1%	*	1%	*	1%	1%	*	1%	-	5%	1%	*	1%	-	1%	*	1%	1%	1%	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 123

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good public transport links
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1762 84%	1190 84%	543 85%	1451 87%	311 75%	1028 83%	927 83%	100 82%	140 86%	83 95%	426 86%	85 80%
Essential	771 37%	488 34%	271 42%	680 41%	91 22%	423 34%	387 35%	37 30%	64 39%	42 48%	201 40%	41 38%
Nice to have	991 47%	702 49%	272 43%	770 46%	221 53%	604 49%	541 49%	64 52%	76 47%	41 47%	225 45%	44 42%
Unimportant	313 15%	221 16%	90 14%	218 13%	96 23%	199 16%	179 16%	20 16%	22 14%	5 5%	69 14%	19 18%
Would rather not have	16 1%	8 1%	8 1%	8 1%	7 2%	10 1%	8 1%	2 2%	1 *	- -	2 *	2 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 124

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good public transport links**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1762 84%	359 90%	46 82%	135 76%	398 85%	548 84%	258 81%	10 100%	8 93%	114 80%	1638 84%	545 85%	176 85%	175 86%	194 84%	483 81%	272 86%	561 84%	413 84%	124 85%	46 79%	67 92%	7 89%	6 83%	266 83%
Essential	771 37%	204 51%	26 47%	61 34%	184 39%	213 33%	78 25%	3 27%	2 17%	48 34%	717 37%	232 36%	83 40%	75 37%	75 32%	191 32%	112 36%	244 36%	183 37%	54 37%	15 26%	32 44%	4 46%	5 71%	122 38%
Nice to have	991 47%	156 39%	19 35%	74 42%	214 46%	335 51%	179 56%	7 73%	7 76%	66 46%	920 47%	313 49%	93 45%	100 49%	120 52%	291 49%	160 51%	317 47%	230 47%	70 48%	31 53%	34 47%	3 43%	1 12%	144 45%
Unimportant	313 15%	41 10%	8 15%	39 22%	68 14%	98 15%	59 18%	-	1 7%	23 16%	290 15%	91 14%	29 14%	26 13%	36 16%	108 18%	41 13%	102 15%	79 16%	22 15%	10 17%	5 7%	1 11%	1 17%	53 16%
Would rather not have	16 1%	* *	2 3%	4 2%	3 1%	5 1%	2 1%	-	-	4 3%	11 1%	6 1%	3 1%	3 1%	-	5 1%	2 1%	6 1%	3 1%	-	2 4%	1 1%	-	-	2 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 125

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good parking

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1840	886	949	190	301	302	325	289	433	500	532	398	410	151	69	200	156	153	131	89	184	228	256	171	54
	88%	87%	89%	84%	84%	91%	89%	91%	89%	91%	88%	91%	82%	85%	80%	86%	90%	85%	87%	90%	95%	83%	90%	95%	91%
Essential	1175	524	646	89	161	167	236	199	322	308	359	274	235	90	45	127	87	99	85	53	131	130	179	114	34
	56%	51%	61%	39%	45%	50%	65%	62%	66%	56%	59%	63%	47%	51%	52%	55%	50%	55%	57%	54%	67%	47%	63%	63%	59%
Nice to have	666	361	303	101	139	135	89	90	112	192	174	124	175	60	24	73	69	53	46	36	53	98	78	56	19
	32%	35%	28%	45%	39%	40%	24%	28%	23%	35%	29%	28%	35%	34%	28%	31%	40%	30%	30%	36%	27%	36%	27%	31%	33%
Unimportant	222	119	103	29	52	27	34	25	54	48	62	35	76	25	13	30	17	23	17	9	10	42	25	7	3
	11%	12%	10%	13%	14%	8%	9%	8%	11%	9%	10%	8%	15%	14%	15%	13%	10%	13%	11%	9%	5%	15%	9%	4%	6%
Would rather not have	29	15	14	7	7	4	5	5	2	2	9	4	13	2	4	2	*	4	3	1	-	6	3	2	2
	1%	1%	1%	3%	2%	1%	1%	2%	*	*	2%	1%	3%	1%	5%	1%	*	2%	2%	1%	-	2%	1%	1%	3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 126

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good parking
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1840 88%	1312 92%	500 78%	1456 87%	385 93%	1106 89%	996 89%	110 90%	119 73%	72 81%	447 90%	97 91%
Essential	1175 56%	892 63%	264 41%	906 54%	269 65%	681 55%	608 55%	73 60%	66 41%	29 33%	327 66%	71 67%
Nice to have	666 32%	419 30%	236 37%	550 33%	116 28%	425 34%	388 35%	37 30%	53 33%	43 49%	119 24%	25 24%
Unimportant	222 11%	97 7%	121 19%	195 12%	26 6%	113 9%	101 9%	12 9%	40 25%	14 15%	49 10%	7 6%
Would rather not have	29 1%	10 1%	19 3%	25 2%	4 1%	18 1%	17 2%	1 1%	3 2%	3 3%	2 *	3 3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 127

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Good parking

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1840 88%	306 76%	51 91%	156 88%	410 88%	604 93%	295 93%	10 100%	8 95%	126 89%	1705 88%	577 90%	181 87%	188 92%	208 90%	530 89%	284 90%	589 88%	438 89%	134 92%	50 86%	56 77%	5 62%	3 34%	283 88%
Essential	1175 56%	133 33%	29 52%	110 62%	244 52%	423 65%	224 70%	6 60%	6 71%	83 59%	1084 56%	338 53%	111 54%	98 48%	129 56%	343 58%	176 56%	392 59%	285 58%	83 57%	23 39%	35 49%	3 43%	2 20%	176 55%
Nice to have	666 32%	173 43%	22 39%	46 26%	167 36%	181 28%	71 22%	4 40%	2 24%	43 30%	621 32%	239 37%	70 34%	90 44%	79 34%	187 31%	108 34%	197 29%	153 31%	50 35%	27 47%	21 29%	2 20%	1 14%	107 33%
Unimportant	222 11%	80 20%	4 7%	22 12%	52 11%	40 6%	24 7%	-	*	13 9%	208 11%	55 9%	22 10%	14 7%	20 9%	57 10%	23 7%	69 10%	51 10%	11 7%	8 14%	16 21%	3 38%	5 66%	36 11%
Would rather not have	29 1%	15 4%	1 2%	1 *	6 1%	7 1%	-	-	-	2 2%	26 1%	10 2%	5 2%	2 1%	3 1%	8 1%	8 3%	11 2%	6 1%	1 1%	-	1 1%	-	-	2 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 128

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New bathroom

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1841	879	958	190	308	301	324	270	447	489	530	388	434	152	66	206	157	162	131	82	175	254	248	156	52
	88%	86%	90%	84%	86%	90%	89%	85%	92%	89%	88%	89%	87%	85%	77%	89%	90%	90%	87%	84%	90%	92%	87%	87%	88%
Essential	313	141	172	28	64	47	50	42	82	87	66	74	86	21	12	38	25	32	27	11	15	56	44	19	13
	15%	14%	16%	12%	18%	14%	14%	13%	17%	16%	11%	17%	17%	12%	14%	16%	14%	18%	18%	11%	8%	20%	15%	11%	23%
Nice to have	1528	738	787	163	244	254	275	228	365	402	464	314	348	131	54	168	132	130	104	72	161	198	204	137	38
	73%	72%	74%	72%	68%	76%	75%	71%	75%	73%	77%	72%	70%	73%	63%	72%	76%	72%	69%	73%	83%	72%	72%	76%	65%
Unimportant	241	137	102	33	50	30	38	49	40	60	71	50	60	26	18	25	17	17	18	15	18	20	35	24	7
	12%	13%	10%	15%	14%	9%	11%	15%	8%	11%	12%	11%	12%	15%	21%	11%	10%	9%	12%	15%	10%	7%	12%	13%	12%
Would rather not have	9	3	6	3	2	1	1	-	1	1	3	1	4	-	1	1	-	1	1	1	*	2	1	-	-
	*	*	1%	1%	*	*	*	-	*	*	*	*	1%	-	2%	*	-	1%	1%	1%	*	1%	*	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 129

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New bathroom
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1841 88%	1272 90%	542 85%	1488 89%	353 85%	1079 87%	978 88%	101 82%	136 83%	78 89%	456 92%	92 86%
Essential	313 15%	212 15%	95 15%	261 16%	51 12%	179 14%	169 15%	9 8%	32 19%	7 8%	79 16%	17 16%
Nice to have	1528 73%	1060 75%	447 70%	1226 73%	302 73%	900 73%	809 73%	91 75%	104 64%	72 81%	377 76%	75 71%
Unimportant	241 12%	144 10%	90 14%	182 11%	59 14%	151 12%	130 12%	22 18%	27 17%	10 11%	40 8%	13 12%
Would rather not have	9 *	2 *	7 1%	6 *	3 1%	6 1%	6 1%	- -	- -	- -	1 *	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 130

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New bathroom**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1841	339	46	156	428	583	274	7	7	118	1713	570	181	180	209	509	275	590	432	134	52	61	6	6	284
	88%	85%	84%	88%	91%	90%	86%	68%	76%	83%	88%	89%	87%	88%	91%	85%	87%	88%	87%	92%	89%	84%	84%	79%	89%
Essential	313	66	9	26	72	94	44	1	1	26	285	104	37	29	39	75	54	90	81	27	8	11	1	-	40
	15%	16%	16%	15%	15%	14%	14%	15%	13%	19%	15%	16%	18%	14%	17%	13%	17%	13%	16%	19%	15%	16%	15%	-	12%
Nice to have	1528	274	38	130	356	489	230	5	6	91	1428	466	144	151	171	434	221	501	351	107	44	50	5	6	245
	73%	68%	68%	73%	76%	75%	72%	53%	63%	64%	74%	73%	69%	74%	74%	73%	70%	75%	71%	73%	75%	68%	69%	79%	76%
Unimportant	241	58	8	22	37	67	45	2	2	23	218	67	26	22	19	84	40	75	59	11	6	11	1	2	36
	12%	15%	15%	12%	8%	10%	14%	19%	24%	16%	11%	10%	13%	11%	8%	14%	13%	11%	12%	8%	11%	15%	16%	21%	11%
Would rather not have	9	3	1	1	3	-	-	1	-	1	9	4	1	2	1	2	-	4	3	-	-	1	-	-	1
	*	1%	2%	*	1%	-	-	13%	-	*	*	1%	*	1%	1%	*	-	1%	1%	-	-	1%	-	-	*

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 131

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New kitchen

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1824	878	942	185	301	297	327	269	445	487	525	391	421	147	70	206	156	153	130	78	177	239	252	161	54
	87%	86%	88%	82%	84%	89%	90%	84%	91%	89%	87%	89%	84%	83%	82%	89%	90%	85%	86%	80%	91%	87%	89%	90%	92%
Essential	274	122	151	22	56	42	50	40	65	75	55	63	79	24	9	32	17	31	25	6	18	48	35	15	14
	13%	12%	14%	10%	15%	13%	14%	12%	13%	14%	9%	14%	16%	13%	10%	14%	10%	17%	16%	7%	9%	17%	12%	8%	24%
Nice to have	1550	756	791	163	245	255	277	230	380	412	469	328	341	123	61	174	138	123	105	72	159	191	217	146	40
	74%	74%	74%	72%	68%	77%	76%	72%	78%	75%	78%	75%	68%	69%	71%	75%	80%	68%	70%	73%	82%	69%	76%	81%	68%
Unimportant	251	134	117	34	56	34	36	50	42	56	77	46	72	31	12	25	16	24	20	18	18	34	31	19	5
	12%	13%	11%	15%	16%	10%	10%	16%	9%	10%	13%	11%	15%	17%	14%	11%	9%	14%	13%	19%	9%	12%	11%	10%	8%
Would rather not have	16	8	8	7	2	2	1	*	2	7	2	1	6	-	4	1	2	2	1	2	-	3	2	-	-
	1%	1%	1%	3%	1%	1%	*	*	*	1%	*	*	1%	-	5%	*	1%	1%	*	2%	-	1%	1%	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 132

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New kitchen
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1824	1266	531	1468	356	1073	969	104	131	76	451	94
	87%	89%	83%	88%	86%	87%	87%	85%	80%	86%	91%	88%
Essential	274	176	94	235	39	164	157	8	25	7	66	12
	13%	12%	15%	14%	9%	13%	14%	6%	15%	8%	13%	11%
Nice to have	1550	1090	437	1233	317	908	812	96	106	69	385	82
	74%	77%	68%	74%	76%	73%	73%	79%	65%	79%	77%	77%
Unimportant	251	144	101	196	55	154	136	18	32	11	44	11
	12%	10%	16%	12%	13%	12%	12%	15%	20%	12%	9%	10%
Would rather not have	16	8	8	12	3	10	10	*	-	1	2	1
	1%	1%	1%	1%	1%	1%	1%	*	-	2%	*	1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 133

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - New kitchen

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1824 87%	334 83%	46 83%	156 87%	423 90%	572 88%	279 88%	7 72%	6 70%	116 82%	1698 88%	565 88%	179 86%	177 87%	209 91%	507 85%	273 87%	593 89%	425 86%	131 90%	53 90%	62 85%	6 84%	6 79%	275 86%
Essential	274 13%	56 14%	10 18%	18 10%	70 15%	82 13%	36 11%	1 15%	1 13%	25 17%	248 13%	94 15%	36 17%	31 15%	27 12%	70 12%	40 13%	84 13%	72 15%	21 15%	7 12%	11 15%	-	-	39 12%
Nice to have	1550 74%	278 69%	37 66%	137 77%	354 76%	490 75%	244 77%	5 57%	5 57%	91 64%	1450 75%	471 73%	144 69%	146 72%	182 79%	437 73%	234 74%	509 76%	353 71%	110 76%	46 79%	51 70%	6 84%	6 79%	236 73%
Unimportant	251 12%	62 16%	8 15%	23 13%	42 9%	75 11%	38 12%	1 15%	3 30%	24 17%	227 12%	68 11%	25 12%	24 12%	19 8%	86 14%	41 13%	70 10%	64 13%	13 9%	6 10%	10 13%	1 16%	2 21%	45 14%
Would rather not have	16 1%	5 1%	1 2%	-	3 1%	4 1%	2 1%	1 13%	-	2 1%	14 1%	9 1%	3 1%	3 1%	3 1%	2 *	-	7 1%	5 1%	1 1%	-	1 2%	-	-	2 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 134

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Double glazing

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	2000	964	1031	206	333	312	357	311	481	518	584	425	473	170	76	223	169	173	140	91	190	257	279	176	58
	96%	95%	97%	91%	93%	94%	98%	97%	98%	94%	97%	97%	95%	95%	89%	96%	97%	96%	93%	93%	98%	93%	98%	98%	99%
Essential	1469	682	783	110	212	224	278	245	400	379	435	324	331	125	60	170	119	128	105	66	139	170	202	138	48
	70%	67%	73%	49%	59%	67%	76%	77%	82%	69%	72%	74%	66%	70%	69%	73%	68%	71%	70%	67%	71%	62%	71%	77%	82%
Nice to have	532	282	249	96	122	88	79	66	81	139	149	101	143	45	17	53	50	45	35	25	51	86	77	38	10
	25%	28%	23%	42%	34%	27%	22%	21%	17%	25%	25%	23%	29%	25%	19%	23%	29%	25%	23%	26%	26%	31%	27%	21%	16%
Unimportant	81	52	29	17	24	19	5	9	7	32	16	11	22	7	7	8	4	6	11	6	4	19	4	3	1
	4%	5%	3%	7%	7%	6%	1%	3%	1%	6%	3%	2%	4%	4%	8%	4%	2%	3%	7%	6%	2%	7%	1%	2%	1%
Would rather not have	10	4	6	3	2	2	1	-	1	-	3	2	4	1	3	1	*	1	-	1	-	1	1	-	-
	*	*	1%	1%	*	1%	*	-	*	-	1%	1%	1%	1%	3%	*	*	1%	-	1%	-	*	1%	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 135

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Double glazing
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	2000	1373	600	1600	400	1176	1057	119	152	81	489	102
	96%	97%	94%	95%	97%	95%	95%	97%	94%	92%	98%	96%
Essential	1469	1044	403	1167	302	837	754	82	113	34	402	83
	70%	74%	63%	70%	73%	68%	68%	67%	70%	38%	81%	78%
Nice to have	532	328	196	433	98	339	303	36	39	47	87	19
	25%	23%	31%	26%	24%	27%	27%	30%	24%	53%	18%	18%
Unimportant	81	43	34	69	11	56	53	3	10	5	7	2
	4%	3%	5%	4%	3%	5%	5%	3%	6%	6%	1%	2%
Would rather not have	10	3	7	7	3	5	5	-	*	2	1	1
	*	*	1%	*	1%	*	*	-	*	2%	*	1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 136

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Double glazing**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	2000 96%	370 92%	50 91%	169 95%	458 98%	630 97%	305 96%	10 100%	9 100%	120 85%	1872 97%	599 93%	195 94%	190 93%	214 93%	577 97%	300 95%	650 97%	468 95%	134 92%	57 98%	71 98%	8 100%	6 83%	306 95%
Essential	1469 70%	232 58%	38 69%	132 74%	339 72%	473 73%	241 76%	7 71%	6 73%	83 58%	1380 71%	427 67%	155 75%	126 62%	146 63%	410 69%	222 71%	509 76%	355 72%	85 59%	31 54%	40 56%	6 77%	4 50%	216 67%
Nice to have	532 25%	138 34%	12 22%	37 21%	119 25%	157 24%	64 20%	3 29%	2 27%	37 26%	493 25%	172 27%	40 19%	64 32%	68 30%	167 28%	78 25%	141 21%	113 23%	49 34%	26 44%	31 42%	2 23%	2 33%	90 28%
Unimportant	81 4%	28 7%	4 8%	7 4%	7 2%	21 3%	14 4%	-	-	19 14%	60 3%	39 6%	10 5%	12 6%	17 7%	17 3%	14 4%	16 2%	23 5%	11 8%	1 2%	1 1%	-	1 17%	13 4%
Would rather not have	10 *	3 1%	1 2%	2 1%	3 1%	* *	-	-	-	3 2%	7 *	3 1%	2 1%	1 1%	-	1 *	* *	3 1%	3 1%	-	-	1 1%	-	-	2 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 137

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An electric vehicle charge point

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1006	535	467	111	177	163	173	156	225	304	284	217	202	82	34	103	82	82	76	43	85	150	147	91	31
	48%	53%	44%	49%	49%	49%	48%	49%	46%	55%	47%	49%	40%	46%	40%	44%	47%	46%	50%	44%	44%	54%	52%	51%	53%
Essential	135	71	63	15	29	26	17	11	38	50	29	29	28	11	6	17	4	9	12	3	14	24	24	8	2
	6%	7%	6%	7%	8%	8%	5%	4%	8%	9%	5%	7%	6%	6%	8%	7%	2%	5%	8%	3%	7%	9%	9%	4%	4%
Nice to have	871	464	404	96	148	137	156	145	188	254	255	188	174	70	28	85	78	73	64	40	72	126	123	83	29
	42%	46%	38%	43%	41%	41%	43%	45%	38%	46%	42%	43%	35%	39%	32%	37%	45%	40%	42%	41%	37%	46%	43%	46%	49%
Unimportant	963	426	535	99	161	144	175	145	239	228	282	197	257	83	42	114	86	86	68	48	96	113	124	80	23
	46%	42%	50%	44%	45%	43%	48%	46%	49%	41%	47%	45%	51%	47%	49%	49%	50%	48%	45%	49%	49%	41%	44%	44%	39%
Would rather not have	122	57	64	16	21	27	16	18	24	19	38	24	41	13	9	15	5	12	7	7	13	13	14	9	5
	6%	6%	6%	7%	6%	8%	4%	6%	5%	3%	6%	5%	8%	8%	11%	7%	3%	7%	5%	7%	7%	5%	5%	5%	8%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 138

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An electric vehicle charge point
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1006 48%	726 51%	263 41%	809 48%	197 48%	623 50%	556 50%	66 54%	63 39%	42 47%	232 47%	46 44%
Essential	135 6%	85 6%	48 8%	110 7%	26 6%	90 7%	80 7%	9 8%	7 4%	2 2%	34 7%	2 2%
Nice to have	871 42%	641 45%	215 34%	699 42%	172 41%	533 43%	476 43%	57 46%	56 34%	40 45%	198 40%	44 42%
Unimportant	963 46%	618 44%	330 52%	771 46%	192 46%	544 44%	493 44%	51 42%	88 54%	40 45%	241 48%	50 47%
Would rather not have	122 6%	74 5%	46 7%	97 6%	25 6%	70 6%	65 6%	5 4%	12 7%	7 7%	24 5%	10 9%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 139

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - An electric vehicle charge point

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1006	177	33	82	220	311	174	6	4	89	908	361	112	126	123	262	160	331	247	72	24	43	2	1	127
	48%	44%	59%	46%	47%	48%	55%	59%	48%	63%	47%	56%	54%	62%	53%	44%	51%	49%	50%	49%	41%	59%	31%	16%	40%
Essential	135	26	8	11	31	46	13	-	-	19	116	62	21	19	22	28	26	40	34	11	6	6	-	-	12
	6%	6%	15%	6%	7%	7%	4%	-	-	13%	6%	10%	10%	9%	9%	5%	8%	6%	7%	7%	10%	9%	-	-	4%
Nice to have	871	152	25	70	189	264	161	6	4	70	791	299	90	107	101	234	134	290	213	61	18	36	2	1	115
	42%	38%	45%	39%	40%	41%	51%	59%	48%	49%	41%	47%	44%	53%	44%	39%	43%	43%	43%	42%	30%	50%	31%	16%	36%
Unimportant	963	194	21	87	218	301	136	3	4	48	914	247	86	64	97	297	141	292	232	67	28	24	5	6	169
	46%	48%	38%	49%	46%	46%	43%	29%	40%	34%	47%	39%	42%	31%	42%	50%	45%	44%	47%	46%	48%	33%	69%	84%	53%
Would rather not have	122	30	1	9	31	40	8	1	1	5	117	34	10	14	10	36	13	47	16	7	6	6	-	-	25
	6%	7%	3%	5%	7%	6%	3%	13%	12%	3%	6%	5%	5%	7%	5%	6%	4%	7%	3%	5%	11%	9%	-	-	8%

Openreach Consumer Poll
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Absolutes/col percents

Table 140

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to work

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1318	664	650	209	297	278	282	177	76	330	389	307	291	107	51	134	116	124	98	66	119	196	166	101	40
	63%	65%	61%	92%	82%	83%	77%	55%	16%	60%	64%	70%	58%	60%	59%	58%	67%	69%	65%	68%	61%	71%	58%	56%	69%
Essential	443	198	245	80	111	95	86	51	19	110	145	102	86	31	25	49	35	45	32	14	38	77	52	32	13
	21%	19%	23%	36%	31%	29%	24%	16%	4%	20%	24%	23%	17%	17%	29%	21%	20%	25%	21%	15%	20%	28%	18%	18%	23%
Nice to have	875	466	405	128	186	183	195	126	57	220	244	205	206	76	26	86	82	79	66	52	81	118	114	69	27
	42%	46%	38%	57%	52%	55%	54%	40%	12%	40%	40%	47%	41%	43%	30%	37%	47%	44%	44%	53%	42%	43%	40%	38%	46%
Unimportant	713	329	383	16	60	50	73	134	379	204	205	119	184	64	33	95	52	47	52	30	66	74	108	77	16
	34%	32%	36%	7%	17%	15%	20%	42%	78%	37%	34%	27%	37%	36%	39%	41%	30%	26%	34%	30%	34%	27%	38%	43%	27%
Would rather not have	60	27	33	1	3	5	10	8	34	16	10	12	23	6	1	3	5	9	1	2	9	6	11	2	3
	3%	3%	3%	*	1%	1%	3%	3%	7%	3%	2%	3%	5%	4%	2%	1%	3%	5%	1%	2%	5%	2%	4%	1%	5%

Openreach Consumer Poll
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Absolutes/col percents

Table 141

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to work
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1318 63%	840 59%	453 71%	1098 65%	220 53%	1040 84%	950 85%	90 74%	88 54%	85 96%	55 11%	50 47%
Essential	443 21%	257 18%	175 27%	391 23%	52 13%	357 29%	324 29%	33 27%	27 16%	33 38%	10 2%	16 15%
Nice to have	875 42%	583 41%	278 43%	707 42%	168 41%	683 55%	626 56%	57 47%	62 38%	51 58%	46 9%	33 31%
Unimportant	713 34%	537 38%	169 26%	533 32%	180 43%	188 15%	156 14%	32 26%	67 41%	3 4%	404 81%	51 48%
Would rather not have	60 3%	42 3%	18 3%	46 3%	14 3%	9 1%	8 1%	1 1%	7 5%	-	38 8%	5 5%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 142

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to work
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1318 63%	295 73%	37 67%	81 45%	307 66%	403 62%	189 59%	3 33%	3 35%	88 62%	1223 63%	514 80%	134 65%	168 83%	212 92%	526 88%	181 58%	406 61%	316 64%	104 72%	41 70%	53 73%	2 24%	6 76%	210 65%
Essential	443 21%	115 29%	14 26%	18 10%	104 22%	132 20%	58 18%	* 4%	1 6%	41 29%	401 21%	186 29%	50 24%	61 30%	75 33%	172 29%	59 19%	127 19%	107 22%	40 28%	17 29%	16 23%	* 4%	3 37%	73 23%
Nice to have	875 42%	179 45%	23 41%	62 35%	203 43%	271 42%	131 41%	3 29%	3 29%	47 33%	821 42%	329 51%	84 41%	107 53%	137 60%	354 60%	122 39%	279 42%	209 42%	64 44%	24 41%	37 50%	2 20%	3 39%	136 42%
Unimportant	713 34%	101 25%	15 26%	92 51%	147 31%	227 35%	123 39%	4 42%	5 59%	49 34%	661 34%	123 19%	70 34%	35 17%	17 8%	65 11%	127 40%	243 36%	163 33%	37 26%	18 30%	17 24%	5 69%	2 24%	101 32%
Would rather not have	60 3%	6 1%	4 7%	6 3%	14 3%	20 3%	7 2%	2 25%	1 6%	5 4%	55 3%	5 1%	3 2%	1 *	1 *	4 1%	7 2%	20 3%	16 3%	4 3%	- -	2 3%	1 8%	- -	10 3%

Openreach Consumer Poll
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Absolutes/col percents

Table 143

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to friends and family

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Essential/ Nice to have	1786	853	929	209	317	288	301	252	419	474	527	373	412	145	79	205	152	151	132	82	164	233	245	148	50
	85%	84%	87%	93%	88%	86%	83%	79%	86%	86%	87%	85%	83%	81%	92%	88%	87%	84%	88%	84%	84%	84%	86%	82%	86%
Essential	557	191	366	56	105	95	77	84	140	143	167	117	130	42	29	77	47	54	44	23	44	70	72	42	14
	27%	19%	34%	25%	29%	29%	21%	26%	29%	26%	28%	27%	26%	23%	34%	33%	27%	30%	29%	23%	22%	25%	25%	23%	24%
Nice to have	1229	662	563	153	212	193	224	168	279	330	360	256	282	103	50	128	105	96	89	60	121	163	173	106	36
	59%	65%	53%	68%	59%	58%	61%	53%	57%	60%	60%	59%	57%	58%	58%	55%	60%	54%	59%	61%	62%	59%	61%	59%	61%
Unimportant	289	156	131	13	39	43	61	68	66	70	76	61	82	31	5	26	20	29	18	15	27	41	37	31	8
	14%	15%	12%	6%	11%	13%	17%	21%	13%	13%	13%	14%	16%	17%	6%	11%	12%	16%	12%	15%	14%	15%	13%	18%	14%
Would rather not have	16	9	6	4	4	2	3	-	4	6	1	4	5	2	1	1	1	1	-	1	3	2	2	-	-
	1%	1%	1%	2%	1%	*	1%	-	1%	1%	*	1%	1%	1%	2%	1%	1%	*	-	1%	2%	1%	1%	-	-

Openreach Consumer Poll
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Absolutes/col percents

Table 144

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to friends and family
Base: All respondents

	Property ownership		Urban/rural		Working status						House person, housewife, husband, etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Essential/ Nice to have	1786 85%	1221 86%	536 84%	1443 86%	343 83%	1061 86%	963 86%	98 80%	138 85%	83 94%	422 85%	82 77%
Essential	557 27%	371 26%	177 28%	466 28%	92 22%	318 26%	293 26%	25 21%	51 31%	19 22%	136 27%	34 32%
Nice to have	1229 59%	850 60%	358 56%	978 58%	251 61%	743 60%	670 60%	72 59%	88 54%	63 72%	287 58%	48 46%
Unimportant	289 14%	190 13%	97 15%	220 13%	69 17%	166 13%	141 13%	25 20%	23 14%	4 5%	73 15%	23 21%
Would rather not have	16 1%	8 1%	8 1%	13 1%	2 1%	10 1%	10 1%	- -	1 1%	1 1%	2 *	1 1%

Openreach Consumer Poll
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Absolutes/col percents

Table 145

Q11. Thinking about choosing a new home, please tell me how essential you would consider the following features to be - Proximity to friends and family
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Essential/ Nice to have	1786 85%	331 83%	48 86%	148 83%	409 87%	562 86%	274 86%	8 85%	7 76%	118 84%	1660 86%	553 86%	174 84%	175 86%	205 89%	507 85%	262 83%	567 85%	420 85%	128 88%	51 87%	62 85%	6 80%	6 74%	284 89%
Essential	557 27%	100 25%	16 30%	45 25%	150 32%	162 25%	83 26%	1 12%	- -	42 30%	514 27%	159 25%	50 24%	54 26%	56 24%	159 27%	76 24%	164 24%	135 27%	48 33%	15 25%	14 19%	3 35%	1 14%	102 32%
Nice to have	1229 59%	231 58%	31 56%	103 58%	260 55%	400 61%	190 60%	7 73%	7 76%	76 54%	1146 59%	394 61%	124 60%	121 59%	149 65%	348 59%	186 59%	403 60%	285 58%	81 56%	36 62%	48 66%	3 45%	5 60%	182 57%
Unimportant	289 14%	64 16%	6 10%	31 17%	56 12%	86 13%	44 14%	1 15%	2 24%	21 15%	265 14%	84 13%	32 15%	29 14%	23 10%	82 14%	52 16%	98 15%	72 14%	16 11%	8 13%	7 10%	1 12%	2 26%	34 11%
Would rather not have	16 1%	6 1%	2 4%	- -	3 1%	3 *	2 *	- -	- -	2 1%	14 1%	4 1%	2 1%	* *	2 1%	6 1%	1 *	5 1%	2 *	1 1%	- -	3 5%	1 8%	- -	2 1%

Openreach Consumer Poll
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Absolutes/col percents

Table 146

Q12. Thinking about choosing a new home, if you could select only 3 of the below features which ones would you choose?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
A back garden	1274 61%	570 56%	702 66%	95 42%	189 53%	221 66%	238 65%	212 66%	319 65%	327 59%	365 60%	282 64%	300 60%	102 58%	42 49%	136 58%	103 60%	111 62%	88 58%	61 62%	136 70%	151 55%	182 64%	127 71%	35 61%
Good parking	942 45%	451 44%	489 46%	67 29%	147 41%	143 43%	187 51%	173 54%	225 46%	229 42%	288 48%	225 51%	201 40%	67 38%	38 44%	107 46%	76 44%	79 44%	75 50%	51 52%	105 54%	84 30%	137 48%	105 59%	20 33%
Double glazing	847 41%	446 44%	398 37%	66 29%	121 34%	122 37%	166 46%	128 40%	244 50%	212 39%	261 43%	172 39%	201 40%	82 46%	38 44%	97 42%	76 44%	78 43%	59 39%	48 49%	86 44%	70 25%	109 38%	77 43%	28 47%
An ultra-fast, ultra-reliable broadband connection	652 31%	361 35%	289 27%	94 42%	120 33%	124 37%	111 31%	87 27%	115 24%	198 36%	184 31%	115 26%	154 31%	67 38%	26 30%	49 21%	51 29%	54 30%	40 26%	32 33%	48 25%	99 36%	88 31%	68 38%	30 51%
Proximity to friends and family	593 28%	230 23%	362 34%	82 36%	102 28%	65 20%	80 22%	99 31%	164 34%	158 29%	157 26%	120 27%	158 32%	45 26%	27 32%	77 33%	51 30%	51 28%	47 31%	25 25%	58 30%	72 26%	84 30%	44 25%	10 17%
Good public transport links	569 27%	275 27%	292 27%	78 34%	88 24%	67 20%	88 24%	93 29%	157 32%	145 26%	175 29%	111 25%	138 28%	60 34%	30 36%	55 24%	39 22%	39 22%	28 19%	16 16%	45 23%	133 48%	76 27%	37 20%	12 20%
Proximity to work	369 18%	205 20%	163 15%	84 37%	94 26%	77 23%	67 19%	38 12%	9 2%	109 20%	112 19%	75 17%	73 15%	28 16%	17 19%	34 15%	32 18%	37 21%	35 23%	15 16%	26 13%	71 26%	41 14%	25 14%	8 14%
New kitchen	363 17%	162 16%	200 19%	35 15%	73 20%	62 18%	59 16%	43 13%	91 19%	80 15%	107 18%	71 16%	104 21%	29 16%	16 19%	52 22%	35 20%	29 16%	23 16%	19 19%	28 15%	47 17%	51 18%	22 12%	11 19%
New bathroom	221 11%	108 11%	112 11%	23 10%	45 13%	32 10%	33 9%	26 8%	61 13%	55 10%	54 9%	46 10%	66 13%	19 10%	6 7%	31 13%	20 12%	22 12%	21 14%	11 11%	12 6%	33 12%	26 9%	10 6%	9 16%
A front garden	220 11%	118 12%	102 10%	17 7%	26 7%	37 11%	38 10%	44 14%	59 12%	65 12%	53 9%	52 12%	51 10%	20 11%	7 8%	31 13%	26 15%	18 10%	12 8%	8 8%	18 9%	28 10%	26 9%	15 8%	12 20%
An electric vehicle charge point	63 3%	37 4%	24 2%	4 2%	16 4%	12 4%	8 2%	8 2%	14 3%	24 4%	11 2%	16 4%	12 2%	2 1%	1 2%	11 5%	1 1%	2 1%	7 5%	6 6%	8 4%	7 2%	15 5%	1 1%	1 2%

Openreach Consumer Poll
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Absolutes/col percents

Table 147

Q12. Thinking about choosing a new home, if you could select only 3 of the below features which ones would you choose?**Base: All respondents**

	Property ownership		Urban/rural		Working status						House person, housewife, househusband etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
A back garden	1274 61%	896 63%	362 57%	987 59%	288 69%	741 60%	661 59%	79 65%	91 56%	29 33%	337 68%	77 73%
Good parking	942 45%	712 50%	215 34%	725 43%	217 52%	563 46%	498 45%	65 53%	59 36%	20 23%	240 48%	60 57%
Double glazing	847 41%	594 42%	241 38%	664 40%	183 44%	457 37%	410 37%	48 39%	65 40%	27 31%	254 51%	44 41%
An ultra-fast, ultra-reliable broadband connection	652 31%	398 28%	237 37%	542 32%	109 26%	394 32%	352 32%	42 34%	69 43%	44 50%	118 24%	27 25%
Proximity to friends and family	593 28%	401 28%	182 28%	482 29%	111 27%	304 25%	278 25%	26 22%	65 40%	31 35%	157 32%	36 34%
Good public transport links	569 27%	349 25%	207 32%	491 29%	79 19%	298 24%	264 24%	34 28%	52 32%	41 47%	153 31%	24 23%
Proximity to work	369 18%	221 16%	139 22%	315 19%	54 13%	318 26%	297 27%	22 18%	11 7%	30 35%	7 1%	2 2%
New kitchen	363 17%	236 17%	124 19%	293 17%	70 17%	209 17%	198 18%	11 9%	29 18%	14 16%	90 18%	21 19%
New bathroom	221 11%	147 10%	73 11%	185 11%	36 9%	125 10%	115 10%	10 8%	22 13%	8 9%	58 12%	8 7%
A front garden	220 11%	152 11%	68 11%	163 10%	58 14%	129 10%	115 10%	13 11%	15 9%	5 6%	58 12%	13 13%
An electric vehicle charge point	63 3%	42 3%	21 3%	46 3%	17 4%	38 3%	31 3%	7 5%	6 3%	3 4%	14 3%	2 2%

Openreach Consumer Poll

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Absolutes/col percents

Table 148

Q12. Thinking about choosing a new home, if you could select only 3 of the below features which ones would you choose?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
A back garden	1274 61%	176 44%	28 50%	124 69%	291 62%	435 67%	207 65%	7 75%	7 76%	74 52%	1198 62%	354 55%	131 63%	105 52%	118 51%	386 65%	186 59%	400 60%	313 63%	95 65%	33 57%	35 48%	1 16%	3 35%	209 65%
Good parking	942 45%	111 28%	25 46%	88 49%	209 45%	338 52%	163 51%	6 60%	4 47%	63 44%	875 45%	266 41%	86 41%	79 39%	101 44%	298 50%	133 42%	310 46%	227 46%	60 41%	21 36%	29 40%	2 23%	2 27%	158 49%
Double glazing	847 41%	145 36%	16 28%	76 43%	202 43%	262 40%	137 43%	6 60%	4 49%	46 33%	796 41%	225 35%	95 46%	57 28%	73 32%	233 39%	147 47%	290 43%	195 39%	49 34%	20 34%	23 31%	6 73%	1 9%	117 36%
An ultra-fast, ultra-reliable broadband connection	652 31%	144 36%	19 35%	42 23%	147 31%	202 31%	94 29%	1 12%	3 35%	35 24%	612 32%	234 36%	85 41%	73 36%	76 33%	160 27%	97 31%	219 33%	176 36%	39 27%	15 26%	23 32%	3 35%	4 49%	76 24%
Proximity to friends and family	593 28%	109 27%	11 20%	45 25%	143 30%	173 27%	107 34%	3 27%	2 24%	28 20%	564 29%	147 23%	34 16%	54 26%	59 26%	158 26%	81 26%	192 29%	130 26%	34 23%	14 25%	20 28%	2 30%	3 39%	116 36%
Good public transport links	569 27%	172 43%	22 39%	42 24%	133 28%	132 20%	62 19%	4 40%	2 23%	32 23%	531 27%	170 27%	57 27%	60 30%	53 23%	128 22%	94 30%	175 26%	127 26%	38 26%	10 18%	26 36%	4 54%	4 55%	90 28%
Proximity to work	369 18%	111 28%	15 27%	16 9%	67 14%	99 15%	60 19%	* 4%	1 7%	33 23%	336 17%	168 26%	27 13%	56 27%	86 37%	150 25%	50 16%	101 15%	95 19%	32 22%	10 17%	15 20%	1 12%	2 31%	64 20%
New kitchen	363 17%	82 21%	10 18%	33 18%	92 20%	101 15%	44 14%	- -	1 13%	22 16%	338 17%	103 16%	31 15%	30 15%	41 18%	106 18%	49 15%	107 16%	86 17%	27 18%	21 36%	16 22%	1 11%	1 7%	55 17%
New bathroom	221 11%	59 15%	5 9%	26 14%	47 10%	62 9%	21 7%	- -	2 21%	11 8%	210 11%	55 9%	16 8%	12 6%	27 12%	70 12%	35 11%	65 10%	50 10%	16 11%	11 19%	10 14%	2 23%	2 25%	31 10%
A front garden	220 11%	33 8%	5 9%	27 15%	37 8%	77 12%	38 12%	2 21%	1 6%	19 14%	199 10%	72 11%	25 12%	30 15%	17 8%	56 9%	40 13%	81 12%	46 9%	13 9%	12 20%	5 7%	1 16%	2 24%	21 7%
An electric vehicle charge point	63 3%	13 3%	5 8%	3 2%	14 3%	19 3%	9 3%	- -	- -	11 8%	51 3%	20 3%	4 2%	7 3%	9 4%	18 3%	15 5%	18 3%	14 3%	8 5%	1 2%	3 4%	- -	- -	4 1%

Openreach Consumer Poll
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Absolutes/col percents

Table 149

Q13. Thinking about going on holiday in the UK, in which of the following would you prefer to stay?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Somewhere with an ultra-fast, ultra-reliable broadband connection	1724	832	887	211	318	290	289	245	370	479	499	360	386	138	67	190	140	152	124	83	165	239	231	148	48
	82%	82%	83%	93%	89%	87%	79%	77%	76%	87%	83%	82%	77%	78%	78%	82%	81%	85%	82%	85%	85%	86%	81%	82%	82%
Somewhere with no internet connection at all	367	187	180	15	41	43	75	74	118	71	104	78	113	40	19	42	34	27	26	15	30	37	53	32	11
	18%	18%	17%	7%	11%	13%	21%	23%	24%	13%	17%	18%	23%	22%	22%	18%	19%	15%	18%	15%	15%	14%	19%	18%	18%

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Absolutes/col percents

Table 150

Q13. Thinking about going on holiday in the UK, in which of the following would you prefer to stay?

Base: All respondents

	Property ownership		Urban/rural		Working status						House person, housewife, husband, etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Somewhere with an ultra-fast, ultra-reliable broadband connection	1724 82%	1165 82%	530 83%	1405 84%	320 77%	1040 84%	936 84%	104 85%	130 80%	83 95%	386 78%	85 80%
Somewhere with no internet connection at all	367 18%	254 18%	110 17%	272 16%	95 23%	197 16%	179 16%	18 15%	32 20%	5 5%	112 22%	22 20%

Openreach Consumer Poll
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Absolutes/col percents

Table 151

Q13. Thinking about going on holiday in the UK, in which of the following would you prefer to stay?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Somewhere with an ultra-fast, ultra-reliable broadband connection	1724 82%	356 89%	46 83%	132 74%	361 77%	534 82%	280 88%	8 83%	7 82%	126 89%	1588 82%	565 88%	179 86%	181 89%	205 89%	475 80%	244 77%	557 83%	426 86%	125 86%	52 90%	58 79%	6 80%	5 63%	252 78%
Somewhere with no internet connection at all	367 18%	45 11%	9 17%	46 26%	107 23%	117 18%	39 12%	2 17%	2 18%	15 11%	351 18%	77 12%	29 14%	22 11%	25 11%	120 20%	71 23%	112 17%	69 14%	21 14%	6 10%	15 21%	2 20%	3 37%	69 22%

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Absolutes/col percents

Table 152

Q14a. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % value of the property

Base: All homeowners

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	1244	608	632	102	178	178	202	231	353	359	363	313	209	85	45	132	123	108	86	65	128	149	162	111	50
Weighted base	1419	677	737	124	204	210	235	238	408	421	419	323	256	101	51	160	132	120	99	71	140	165	191	139	49
Nothing	598 42%	282 42%	314 43%	21 17%	51 25%	70 33%	98 42%	128 54%	231 57%	154 37%	191 46%	137 42%	118 46%	42 42%	22 43%	74 46%	45 34%	46 39%	42 43%	25 35%	75 53%	66 40%	76 40%	74 53%	11 23%
1-5	561 40%	281 42%	278 38%	55 44%	91 45%	92 44%	109 46%	79 33%	134 33%	192 46%	168 40%	118 37%	83 32%	41 40%	16 32%	55 34%	66 50%	56 47%	29 30%	38 53%	49 35%	54 32%	85 44%	46 33%	26 53%
6-10	110 8%	44 6%	66 9%	17 14%	20 10%	19 9%	13 6%	18 7%	23 6%	32 8%	19 5%	35 11%	24 9%	7 7%	5 9%	13 8%	10 8%	12 10%	11 11%	4 5%	10 7%	12 7%	12 6%	9 7%	5 11%
11-20	47 3%	16 2%	31 4%	10 8%	10 5%	11 5%	4 2%	3 1%	8 2%	14 3%	11 3%	15 5%	8 3%	3 3%	4 7%	3 2%	6 4%	1 1%	9 9%	2 3%	1 *	11 6%	5 3%	3 2%	- -
21-30	23 2%	11 2%	12 2%	6 5%	5 3%	3 1%	2 1%	3 1%	4 1%	10 2%	5 1%	3 1%	5 2%	- -	- -	4 2%	1 *	- -	3 3%	1 2%	1 1%	6 4%	3 1%	4 3%	1 2%
31-40	14 1%	13 2%	2 *	- -	7 4%	3 1%	2 1%	2 1%	- -	1 *	5 1%	3 1%	5 2%	- -	1 3%	6 4%	- -	- -	- -	- -	- -	5 3%	- -	1 1%	1 2%
41+	20 1%	8 1%	11 2%	- -	5 2%	8 4%	4 2%	1 *	1 *	5 1%	5 1%	1 *	9 4%	4 4%	- -	1 1%	- -	2 2%	- -	- -	1 1%	7 4%	4 2%	- -	- -
Don't know/Invalid response	45 3%	22 3%	23 3%	16 13%	14 7%	4 2%	2 1%	4 2%	7 2%	13 3%	16 4%	12 4%	5 2%	4 4%	3 6%	3 2%	5 3%	3 2%	6 6%	1 2%	3 2%	6 3%	7 3%	- -	4 9%
NET: 1 or more	775 55%	374 55%	400 54%	88 71%	138 68%	136 65%	135 58%	106 45%	171 42%	254 60%	212 51%	175 54%	133 52%	54 54%	26 51%	82 52%	83 63%	71 59%	51 52%	45 63%	63 45%	94 57%	108 57%	65 47%	34 68%
Mean	4.03	4.03	4.04	6.33	6.69	6.02	3.45	2.79	2.19	3.93	3.37	3.82	5.50	4.25	4.39	4.67	2.97	3.31	4.62	2.98	2.39	7.01	3.67	3.18	4.70
Standard deviation	8.42	8.69	8.19	7.87	11.13	11.33	8.21	6.71	5.05	7.79	8.01	6.90	11.19	9.96	8.29	9.57	4.89	7.15	7.19	5.19	5.93	12.77	8.49	6.55	7.79
Standard error	0.24	0.36	0.33	0.83	0.87	0.86	0.58	0.45	0.27	0.42	0.43	0.40	0.78	1.11	1.26	0.84	0.45	0.70	0.80	0.65	0.53	1.06	0.68	0.62	1.15

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 153

Q14a. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % value of the property

Base: All homeowners

	Property ownership			Urban/rural		Working status							House person housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	1244	1244	-	961	283	695	616	79	72	37	375	65	
Weighted base	1419	1419	-	1105	314	822	736	86	71	39	420	66	
Nothing	598 42%	598 42%	-	439 40%	159 51%	286 35%	242 33%	44 52%	35 49%	6 14%	241 57%	30 46%	
1-5	561 40%	561 40%	-	452 41%	109 35%	359 44%	330 45%	30 34%	27 37%	18 47%	133 32%	24 36%	
6-10	110 8%	110 8%	-	87 8%	23 7%	66 8%	63 9%	3 4%	7 10%	3 8%	27 6%	7 10%	
11-20	47 3%	47 3%	-	42 4%	5 2%	32 4%	30 4%	2 2%	-	4 12%	7 2%	3 5%	
21-30	23 2%	23 2%	-	18 2%	5 2%	16 2%	15 2%	1 1%	-	3 9%	4 1%	-	
31-40	14 1%	14 1%	-	14 1%	-	14 2%	14 2%	-	-	-	-	-	
41+	20 1%	20 1%	-	15 1%	5 2%	14 2%	10 1%	4 4%	2 3%	1 3%	1 *	1 2%	
Don't know/Invalid response	45 3%	45 3%	-	38 3%	8 2%	34 4%	32 4%	2 2%	1 1%	3 8%	6 1%	1 1%	
NET: 1 or more	775 55%	775 55%	-	628 57%	147 47%	502 61%	462 63%	40 46%	36 50%	30 78%	172 41%	35 53%	
Mean	4.03	4.03	-	4.23	3.32	4.83	4.88	4.41	3.42	8.89	2.19	3.99	
Standard deviation	8.42	8.42	-	8.61	7.70	9.42	9.26	10.71	8.52	11.70	5.02	8.35	
Standard error	0.24	0.24	-	0.28	0.46	0.37	0.38	1.21	1.01	2.01	0.26	1.04	

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 154

Q14a. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % value of the property

Base: All homeowners

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	1244	113	24	106	292	439	255	8	7	97	1139	352	118	106	128	343	194	409	313	69	28	33	5	2	191
Weighted base	1419	134	28	121	333	500	286	9	7	115	1293	429	139	133	157	393	225	468	354	79	36	39	4	2	211
Nothing	598 42%	51 38%	10 36%	54 45%	137 41%	206 41%	132 46%	5 56%	3 44%	42 37%	554 43%	134 31%	54 39%	37 28%	43 27%	152 39%	107 47%	199 43%	126 36%	29 36%	11 30%	14 37%	4 100%	1 26%	108 51%
1-5	561 40%	50 38%	10 34%	48 39%	139 42%	200 40%	112 39%	1 9%	2 24%	33 28%	520 40%	190 44%	52 37%	62 47%	76 48%	170 43%	90 40%	190 41%	150 42%	27 34%	13 37%	12 31%	-	2 74%	76 36%
6-10	110 8%	9 7%	1 3%	9 8%	26 8%	35 7%	27 10%	-	1 20%	5	105 8%	32 7%	11 8%	6 5%	15 9%	34 9%	7 3%	34 7%	43 12%	5 7%	6 17%	2	-	-	13 6%
11-20	47 3%	7 5%	1 5%	1 1%	12 4%	20 4%	5 2%	-	1 11%	8	39 3%	20 5%	7 5%	6 4%	8 5%	12 3%	9 4%	11 2%	10 3%	7 9%	1 3%	1 3%	-	-	8 4%
21-30	23 2%	3 2%	2 7%	-	1 *	12 2%	5 2%	-	-	5	18 1%	13 3%	4 3%	6 4%	4 2%	3 1%	4 2%	7 2%	4 1%	3 4%	-	1 4%	-	-	3 2%
31-40	14 1%	3 3%	3 11%	3 2%	1 *	2 *	1 *	-	-	5	9 1%	10 2%	1 1%	8 6%	1 1%	5 1%	-	8 2%	2 1%	2 1%	-	3 7%	-	-	-
41+	20 1%	5 4%	-	2 2%	5 1%	6 1%	-	1 13%	-	6	14 1%	10 2%	4 3%	3 2%	3 2%	4 1%	4 2%	4 1%	8 2%	1 1%	3 9%	-	-	-	-
Don't know/Invalid response	45 3%	5 4%	1 4%	4 4%	12 3%	19 4%	2 1%	2 22%	-	11 9%	35 3%	21 5%	7 5%	5 4%	8 5%	14 3%	5 2%	15 3%	10 3%	5 7%	2 4%	5 13%	-	-	4 2%
NET: 1 or more	775 55%	78 58%	17 60%	63 52%	185 56%	275 55%	151 53%	2 22%	4 56%	62 54%	705 54%	274 64%	78 56%	90 68%	106 67%	228 58%	113 50%	254 54%	218 62%	45 57%	24 66%	19 50%	-	2 74%	100 47%
Mean	4.03	6.38	8.54	3.90	3.63	3.96	3.01	9.05	4.12	9.01	3.62	5.75	5.56	7.16	4.70	3.85	3.47	3.79	4.63	6.13	7.71	6.08	0.00	0.74	2.58
Standard deviation	8.42	12.27	13.09	9.19	7.59	8.03	5.90	20.01	5.89	14.43	7.59	10.62	10.68	12.45	8.63	7.82	8.25	7.87	9.13	10.19	14.08	10.73	0.00	0.61	5.42
Standard error	0.24	1.18	2.73	0.91	0.45	0.39	0.37	8.17	2.23	1.54	0.23	0.58	1.01	1.24	0.78	0.43	0.60	0.40	0.52	1.27	2.71	1.99	0.00	0.43	0.40

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 155

Q14b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % more in rent each month

Base: All renters

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	793	400	392	125	189	140	149	105	85	143	230	148	272	76	39	85	51	70	57	34	58	146	115	49	13
Weighted base	640	326	313	89	147	120	127	80	77	119	176	111	234	71	33	69	41	58	49	24	50	107	90	41	9
Nothing	257	121	137	20	55	48	54	37	43	47	62	48	101	30	9	32	10	19	22	12	17	42	44	18	2
	40%	37%	44%	22%	38%	40%	43%	46%	56%	39%	35%	44%	43%	43%	29%	47%	25%	32%	45%	51%	34%	40%	48%	43%	21%
1-5	196	102	92	40	40	38	37	24	17	33	64	40	59	22	13	21	17	22	11	5	13	34	28	9	1
	31%	31%	30%	45%	27%	31%	29%	30%	22%	27%	37%	37%	25%	32%	40%	30%	41%	38%	23%	21%	26%	32%	31%	21%	14%
6-10	100	47	53	16	30	16	16	11	12	21	32	11	37	8	5	5	8	11	11	3	12	15	11	8	2
	16%	15%	17%	18%	20%	13%	12%	13%	16%	17%	18%	10%	16%	12%	14%	7%	21%	19%	22%	12%	25%	14%	13%	20%	19%
11-20	54	33	21	8	14	10	16	5	2	14	12	7	22	8	1	7	3	6	3	3	5	4	6	5	2
	8%	10%	7%	9%	9%	8%	12%	6%	2%	12%	7%	6%	9%	12%	2%	11%	8%	10%	6%	14%	11%	4%	6%	12%	24%
21-30	14	12	2	4	3	2	1	1	2	3	2	1	8	1	2	2	-	1	2	*	-	5	-	1	-
	2%	4%	1%	4%	2%	2%	*	2%	3%	2%	1%	1%	3%	1%	7%	4%	-	1%	4%	2%	-	4%	-	2%	-
31-40	5	1	3	-	*	2	1	-	2	*	1	-	3	-	-	-	-	-	-	-	-	2	-	1	2
	1%	*	1%	-	*	1%	1%	-	2%	*	*	-	1%	-	-	-	-	-	-	-	-	2%	-	2%	18%
41+	5	2	3	1	-	2	2	*	-	1	3	*	1	-	*	1	-	-	-	-	1	1	1	-	*
	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	*	*	-	1%	1%	-	-	-	-	1%	1%	1%	-	5%
Don't know/Invalid response	9	8	2	*	4	2	1	1	-	2	1	3	4	1	2	-	2	-	-	-	1	3	1	-	-
	1%	2%	1%	1%	3%	2%	1%	2%	-	1%	*	3%	2%	1%	7%	-	5%	-	-	-	2%	2%	1%	-	-
NET: 1 or more	373	198	174	69	88	70	71	42	34	71	113	59	130	39	21	37	29	39	27	12	31	62	46	24	7
	58%	61%	56%	77%	59%	58%	56%	52%	44%	60%	64%	53%	55%	56%	64%	53%	70%	68%	55%	49%	63%	58%	51%	57%	79%
Mean	5.53	5.94	5.11	6.68	5.74	5.69	5.59	4.71	4.32	5.93	5.68	3.89	5.97	4.84	6.14	5.21	5.35	5.22	5.06	5.13	6.52	6.04	4.10	6.51	16.67
Standard deviation	7.99	8.06	7.92	7.82	7.17	8.99	8.65	7.16	7.68	7.99	8.29	5.96	8.52	6.29	9.07	8.80	5.15	6.21	6.67	7.31	7.90	9.32	7.40	8.63	16.35
Standard error	0.29	0.41	0.40	0.70	0.53	0.76	0.71	0.70	0.83	0.68	0.55	0.50	0.52	0.73	1.49	0.95	0.74	0.74	0.88	1.25	1.06	0.78	0.69	1.23	4.53

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 156

Q14b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % more in rent each month

Base: All renters

	Property ownership		Urban/rural		Working status							
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	House person, housewife, househusband etc.
Unweighted base	793	-	793	690	103	477	424	53	113	62	85	56
Weighted base	640	-	640	547	93	396	361	35	87	43	74	40
Nothing	257	-	257	215	42	147	134	13	43	9	40	19
	40%	-	40%	39%	45%	37%	37%	35%	49%	21%	54%	49%
1-5	196	-	196	171	25	138	122	15	16	15	16	12
	31%	-	31%	31%	27%	35%	34%	44%	18%	34%	22%	29%
6-10	100	-	100	86	14	56	53	3	11	13	14	6
	16%	-	16%	16%	15%	14%	15%	9%	13%	30%	19%	15%
11-20	54	-	54	48	6	38	34	4	9	5	1	1
	8%	-	8%	9%	7%	10%	9%	12%	10%	12%	2%	3%
21-30	14	-	14	9	4	7	7	-	4	1	1	1
	2%	-	2%	2%	5%	2%	2%	-	5%	2%	2%	1%
31-40	5	-	5	3	2	1	1	-	2	*	2	-
	1%	-	1%	1%	2%	*	*	-	2%	1%	2%	-
41+	5	-	5	5	-	3	3	-	1	-	-	*
	1%	-	1%	1%	-	1%	1%	-	1%	-	-	1%
Don't know/Invalid response	9	-	9	9	-	7	7	-	1	-	-	1
	1%	-	1%	2%	-	2%	2%	-	1%	-	-	2%
NET: 1 or more	373	-	373	322	51	242	220	23	43	34	34	20
	58%	-	58%	59%	55%	61%	61%	65%	49%	79%	46%	50%
Mean	5.53	-	5.53	5.52	5.56	5.44	5.54	4.53	6.25	7.78	4.41	4.45
Standard deviation	7.99	-	7.99	7.95	8.29	7.68	7.86	5.60	9.97	7.26	7.43	7.65
Standard error	0.29	-	0.29	0.30	0.82	0.35	0.39	0.77	0.94	0.92	0.81	1.03

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 157

Q14b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. % more in rent each month

Base: All renters

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	793	333	32	55	175	162	31	1	4	23	770	241	79	73	89	236	109	228	168	74	24	39	5	7	139
Weighted base	640	263	27	53	133	141	21	*	2	25	615	202	64	69	70	194	85	194	135	64	21	33	3	5	99
Nothing	257 40%	91 35%	14 52%	26 48%	64 48%	52 37%	9 43%	*	1 53%	2 9%	255 42%	57 28%	19 30%	17 24%	21 31%	89 46%	39 46%	75 39%	55 41%	21 33%	5 25%	8 25%	1 35%	3 51%	51 51%
1-5	196 31%	82 31%	6 21%	12 22%	44 33%	44 31%	7 33%	-	1 25%	7 29%	189 31%	78 39%	27 41%	24 35%	27 39%	59 31%	23 27%	68 35%	43 32%	20 31%	4 17%	4 13%	1 34%	2 43%	31 32%
6-10	100 16%	44 17%	2 9%	10 20%	14 10%	26 19%	3 14%	-	*	9 35%	91 15%	32 16%	12 19%	7 11%	12 17%	25 13%	10 12%	30 15%	20 15%	15 23%	5 26%	9 28%	1 31%	*	10 10%
11-20	54 8%	28 11%	4 13%	4 7%	6 5%	12 8%	1 5%	-	-	4 16%	50 8%	23 11%	5 8%	13 19%	5 7%	15 8%	7 9%	13 7%	10 7%	8 12%	4 18%	9 27%	-	-	3 3%
21-30	14 2%	6 2%	1 2%	1 1%	3 2%	3 2%	1 5%	-	-	3 11%	11 2%	6 3%	-	4 6%	2 2%	1 1%	2 2%	5 3%	4 3%	1 2%	1 3%	1 3%	-	-	1 1%
31-40	5 1%	3 1%	-	* 1%	2 1%	-	-	-	-	-	5 1%	1 *	-	1 1%	-	-	2 2%	2 1%	-	-	*	-	-	-	-
41+	5 1%	2 1%	* 1%	-	1 *	1 1%	-	-	-	-	5 1%	1 *	-	-	1 1%	2 1%	-	-	2 1%	-	-	1 2%	-	-	2 2%
Don't know/Invalid response	9 1%	6 2%	-	-	1 *	2 2%	-	-	-	-	9 2%	5 2%	1 1%	2 4%	2 2%	3 1%	2 3%	1 1%	1 1%	-	2 9%	1 2%	-	-	2 2%
NET: 1 or more	373 58%	165 63%	13 48%	27 52%	69 52%	86 61%	12 57%	-	1 47%	23 91%	350 57%	140 69%	44 69%	50 72%	47 67%	102 53%	44 51%	118 61%	79 59%	43 67%	14 65%	24 73%	2 65%	3 49%	47 47%
Mean	5.53	6.34	5.56	4.99	4.23	5.64	4.77	0.00	2.43	10.57	5.32	6.26	4.97	7.92	5.84	4.60	5.22	5.36	5.42	6.27	9.32	9.66	4.81	2.79	3.83
Standard deviation	7.99	8.47	9.25	7.05	7.43	7.81	6.91	-	5.63	8.34	7.91	7.68	5.44	8.96	7.93	7.62	7.84	7.43	8.35	6.87	9.39	9.48	5.14	3.38	8.28
Standard error	0.29	0.47	1.63	0.95	0.56	0.62	1.24	-	2.82	1.74	0.29	0.50	0.62	1.06	0.86	0.50	0.76	0.49	0.65	0.80	2.05	1.54	2.30	1.28	0.70

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 158

Q14a/b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. £value of property / % more in rent each month

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Nothing	864 41%	406 40%	456 43%	43 19%	108 30%	120 36%	153 42%	165 52%	276 56%	202 37%	255 42%	187 43%	221 44%	75 42%	31 37%	107 46%	55 32%	65 36%	65 43%	37 38%	95 49%	108 39%	121 43%	92 51%	13 23%
1-5	767 37%	389 38%	375 35%	102 45%	133 37%	130 39%	147 40%	103 32%	152 31%	229 42%	235 39%	160 36%	143 29%	66 37%	31 37%	76 33%	84 48%	78 43%	41 27%	44 44%	62 32%	90 33%	113 40%	55 31%	27 46%
6-10	215 10%	94 9%	121 11%	34 15%	51 14%	35 11%	30 8%	30 9%	36 7%	55 10%	52 9%	45 10%	63 13%	15 8%	9 11%	20 9%	19 11%	24 13%	22 14%	7 7%	23 12%	28 10%	23 8%	18 10%	8 13%
11-20	106 5%	51 5%	55 5%	20 9%	26 7%	22 7%	20 5%	8 3%	10 2%	29 5%	23 4%	23 5%	30 6%	12 7%	4 5%	11 5%	9 5%	7 4%	13 9%	6 6%	7 3%	15 6%	11 4%	8 5%	2 3%
21-30	39 2%	25 2%	14 1%	11 5%	10 3%	6 2%	3 1%	4 1%	6 1%	13 2%	9 1%	4 1%	14 3%	1 *	2 2%	6 3%	1 *	1 1%	5 3%	3 3%	1 1%	11 4%	3 1%	5 3%	1 2%
31-40	19 1%	14 1%	5 *	- -	8 2%	5 1%	3 1%	2 1%	2 *	2 *	6 1%	3 1%	8 2%	- -	1 2%	6 3%	- -	- -	- -	- -	- -	7 3%	- -	2 1%	3 4%
41+	25 1%	10 1%	15 1%	1 *	5 1%	10 3%	6 2%	2 1%	1 *	6 1%	7 1%	1 *	10 2%	4 2%	* 1%	2 1%	- -	2 1%	- -	2 1%	8 3%	6 2%	- -	- -	* 1%
Don't know/Invalid response	55 3%	30 3%	25 2%	16 7%	18 5%	5 2%	3 1%	5 2%	7 1%	14 3%	16 3%	15 3%	9 2%	5 3%	6 7%	3 2%	6 4%	3 2%	6 4%	1 1%	4 2%	8 3%	7 3%	- -	4 7%
NET: 1 or more	1172 56%	584 57%	586 55%	167 74%	233 65%	208 62%	208 57%	149 47%	206 42%	334 61%	332 55%	237 54%	269 54%	98 55%	49 57%	121 52%	112 65%	112 62%	80 53%	60 61%	95 49%	159 58%	156 55%	88 49%	41 70%
Mean	4.57	4.73	4.43	6.53	6.49	5.93	4.19	3.29	2.53	4.46	4.15	3.91	5.75	4.51	5.05	4.84	3.51	4.07	4.91	4.00	3.47	6.67	3.92	3.94	6.65
Standard deviation	8.36	8.57	8.17	7.81	9.82	10.52	8.40	6.86	5.60	7.89	8.23	6.84	9.95	8.49	8.48	9.27	5.03	7.00	7.06	6.58	6.73	11.51	8.37	7.20	10.40
Standard error	0.18	0.27	0.25	0.51	0.52	0.59	0.45	0.38	0.27	0.35	0.34	0.32	0.45	0.66	0.93	0.63	0.39	0.52	0.59	0.65	0.49	0.67	0.50	0.57	1.34

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 159

Q14a/b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. £value of property / % more in rent each month

Base: All respondents

	Property ownership			Urban/rural		Working status							House person housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
Nothing	864 41%	598 42%	257 40%	660 39%	205 49%	438 35%	380 34%	57 47%	80 49%	14 16%	283 57%	50 47%	
1-5	767 37%	561 40%	196 31%	632 38%	136 33%	504 41%	459 41%	45 37%	43 27%	36 41%	150 30%	35 33%	
6-10	215 10%	110 8%	100 16%	179 11%	37 9%	124 10%	117 11%	7 5%	19 12%	18 20%	42 8%	13 12%	
11-20	106 5%	47 3%	54 8%	93 6%	13 3%	72 6%	66 6%	6 5%	9 6%	11 13%	8 2%	4 4%	
21-30	39 2%	23 2%	14 2%	29 2%	10 2%	25 2%	23 2%	2 1%	4 2%	5 5%	5 1%	1 1%	
31-40	19 1%	14 1%	5 1%	18 1%	2 *	16 1%	16 1%	- *	2 1%	*	2 *	- -	
41+	25 1%	20 1%	5 1%	20 1%	5 1%	17 1%	13 1%	4 3%	4 2%	1 1%	1 *	2 2%	
Don't know/Invalid response	55 3%	45 3%	9 1%	47 3%	8 2%	42 3%	40 4%	2 2%	2 1%	3 3%	6 1%	2 2%	
NET: 1 or more	1172 56%	775 55%	373 58%	970 58%	202 49%	757 61%	694 62%	63 52%	81 50%	71 80%	208 42%	55 52%	
Mean	4.57	4.03	5.53	4.74	3.88	5.09	5.15	4.53	5.14	8.44	2.53	4.17	
Standard deviation	8.36	8.42	7.99	8.47	7.88	8.90	8.83	9.54	9.65	9.42	5.49	8.06	
Standard error	0.18	0.24	0.29	0.21	0.40	0.26	0.28	0.82	0.70	0.90	0.26	0.74	

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 160

Q14a/b. Thinking about where you live now, please enter in the box below how much more (if anything) you would be willing to pay if it meant that your property had access to a fast and reliable internet connection. £value of property / % more in rent each month

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Nothing	864 41%	143 36%	24 44%	83 47%	201 43%	260 40%	143 45%	6 58%	4 46%	45 32%	818 42%	194 30%	74 36%	55 27%	65 28%	244 41%	147 47%	276 41%	183 37%	50 35%	16 28%	23 31%	6 77%	3 44%	160 50%
1-5	767 37%	135 34%	15 28%	60 34%	183 39%	248 38%	123 39%	1 9%	2 24%	40 28%	720 37%	273 42%	79 38%	87 43%	106 46%	231 39%	115 36%	260 39%	196 40%	47 33%	17 29%	16 23%	1 12%	4 52%	112 35%
6-10	215 10%	54 13%	3 6%	20 11%	40 9%	63 10%	33 10%	-	2 20%	14 10%	201 10%	64 10%	24 12%	14 7%	26 11%	60 10%	17 5%	66 10%	65 13%	20 14%	12 20%	12 16%	1 11%	* 5%	24 7%
11-20	106 5%	35 9%	5 9%	5 3%	18 4%	33 5%	9 3%	-	1 9%	13 9%	93 5%	44 7%	13 6%	19 9%	13 5%	29 5%	18 6%	25 4%	20 4%	16 11%	6 9%	10 14%	-	-	12 4%
21-30	39 2%	9 2%	3 5%	1 *	5 1%	15 2%	7 2%	-	-	8 5%	31 2%	20 3%	5 2%	10 5%	6 3%	5 1%	6 2%	12 2%	8 2%	4 3%	1 1%	2 3%	-	-	6 2%
31-40	19 1%	6 2%	3 6%	3 2%	3 1%	2 *	1 *	-	-	6 4%	14 1%	11 2%	1 1%	8 4%	1 1%	5 1%	2 1%	10 2%	2 *	2 1%	* 5%	3 4%	-	-	-
41+	25 1%	8 2%	* 1%	2 1%	5 1%	8 1%	-	1 13%	-	6 4%	19 1%	11 2%	4 2%	3 1%	4 2%	6 1%	4 1%	4 1%	9 2%	1 *	3 5%	1 1%	-	-	2 1%
Don't know/Invalid response	55 3%	11 3%	1 2%	4 2%	12 3%	21 3%	2 1%	2 21%	-	11 8%	44 2%	25 4%	8 4%	8 4%	10 4%	16 3%	7 2%	16 2%	11 2%	5 4%	4 6%	6 8%	-	-	6 2%
NET: 1 or more	1172 56%	247 62%	30 54%	91 51%	255 54%	369 57%	173 54%	2 21%	5 54%	86 61%	1077 56%	422 66%	126 61%	141 69%	156 68%	335 56%	161 51%	377 56%	300 61%	90 62%	38 66%	44 61%	2 23%	4 56%	155 48%
Mean	4.57	6.37	7.05	4.16	3.87	4.42	3.36	8.58	3.72	9.43	4.23	5.96	5.44	7.37	5.18	4.15	4.05	4.29	4.83	6.30	8.40	7.86	1.67	2.22	3.24
Standard deviation	8.36	9.88	11.32	8.49	7.61	8.10	6.18	19.52	5.51	13.48	7.75	9.77	9.29	11.31	8.55	7.78	8.21	7.75	8.88	8.89	12.52	10.17	3.55	2.97	6.93
Standard error	0.18	0.47	1.53	0.66	0.35	0.33	0.35	7.38	1.66	1.26	0.18	0.40	0.66	0.85	0.58	0.32	0.47	0.31	0.41	0.75	1.79	1.23	1.07	0.99	0.37

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 161
Gender
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Male	1019	1019	-	91	184	186	190	152	217	277	275	227	240	92	43	116	72	99	73	45	99	128	140	84	28
	49%	100%	-	40%	51%	56%	52%	48%	44%	50%	45%	52%	48%	52%	51%	50%	41%	55%	49%	45%	51%	46%	49%	46%	48%
Female	1067	-	1067	135	175	146	174	165	271	272	329	209	256	86	42	116	102	79	76	54	96	147	144	96	30
	51%	-	100%	59%	49%	44%	48%	52%	56%	50%	54%	48%	51%	48%	49%	50%	59%	44%	51%	55%	49%	53%	51%	54%	52%
Other	4	-	-	-	-	1	1	2	-	1	1	2	1	-	-	-	-	2	1	-	-	-	1	-	-
	*	-	-	-	-	*	*	1%	-	*	*	*	*	-	-	-	-	1%	1%	-	-	-	*	-	-
Prefer not to say	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 162
Gender
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Male	1019 49%	677 48%	326 51%	835 50%	184 44%	661 53%	593 53%	69 56%	87 53%	33 37%	233 47%	5 5%
Female	1067 51%	737 52%	313 49%	838 50%	228 55%	572 46%	520 47%	52 43%	76 47%	55 63%	263 53%	100 94%
Other	4 *	4 *	- -	2 *	3 1%	2 *	1 *	2 1%	- -	- -	1 *	1 1%
Prefer not to say	1 *	- -	1 *	1 *	- -	1 *	1 *	- -	- -	- -	- -	- -

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 163
Gender
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Male	1019 49%	224 56%	28 50%	90 51%	212 45%	322 50%	135 42%	4 37%	4 51%	71 50%	941 49%	334 52%	93 45%	123 60%	119 52%	327 55%	167 53%	365 54%	248 50%	58 40%	19 32%	45 62%	6 80%	5 62%	107 33%
Female	1067 51%	176 44%	28 50%	88 49%	256 55%	326 50%	183 57%	6 63%	4 49%	71 50%	993 51%	304 47%	115 55%	80 39%	109 47%	268 45%	146 46%	303 45%	246 50%	88 60%	39 68%	27 38%	2 20%	3 38%	213 66%
Other	4 *	1 *	-	-	-	3 *	1 *	-	-	-	4 *	2 *	-	1 *	2 1%	-	2 1%	2 *	1 *	-	-	-	-	-	-
Prefer not to say	1 *	1 *	-	-	-	-	-	-	-	-	1 *	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	1 *

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 164

Age
Base: All respondents

	Gender			Age							Social Grade				Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
18-24	226	91	135	226	-	-	-	-	-	96	72	24	34	20	14	18	23	25	15	9	16	42	31	12	3
	11%	9%	13%	100%	-	-	-	-	-	18%	12%	6%	7%	11%	16%	8%	13%	14%	10%	9%	8%	15%	11%	6%	4%
25-34	359	184	175	-	359	-	-	-	-	97	98	86	78	27	6	51	29	35	41	20	34	45	46	16	11
	17%	18%	16%	-	100%	-	-	-	-	18%	16%	20%	16%	15%	6%	22%	17%	19%	27%	20%	17%	16%	16%	9%	19%
35-44	333	186	146	-	-	333	-	-	-	79	90	85	80	39	19	37	28	19	25	17	27	51	34	26	10
	16%	18%	14%	-	-	100%	-	-	-	14%	15%	19%	16%	22%	22%	16%	16%	10%	17%	17%	14%	19%	12%	15%	17%
45-54	364	190	174	-	-	-	364	-	-	66	116	80	102	28	16	39	29	39	18	17	30	49	46	38	13
	17%	19%	16%	-	-	-	100%	-	-	12%	19%	18%	20%	16%	19%	17%	17%	22%	12%	18%	16%	18%	16%	21%	23%
55-64	319	152	165	-	-	-	-	319	-	69	82	76	92	23	13	29	25	22	20	19	34	39	51	33	12
	15%	15%	15%	-	-	-	-	100%	-	13%	14%	17%	18%	13%	15%	12%	14%	12%	13%	19%	18%	14%	18%	18%	21%
65+	489	217	271	-	-	-	-	-	489	143	145	87	113	40	19	58	41	40	31	16	53	49	76	55	10
	23%	21%	25%	-	-	-	-	-	100%	26%	24%	20%	23%	23%	23%	24%	22%	20%	17%	27%	18%	27%	27%	30%	17%
NET: 18-34	586	275	310	226	359	-	-	-	-	194	170	110	112	47	19	69	52	59	57	29	50	87	77	27	14
	28%	27%	29%	100%	100%	-	-	-	-	35%	28%	25%	22%	27%	22%	30%	30%	33%	38%	29%	26%	31%	27%	15%	23%
NET: 35-54	697	375	320	-	-	333	364	-	-	144	206	165	182	67	35	77	56	58	43	34	58	101	81	65	23
	33%	37%	30%	-	-	100%	100%	-	-	26%	34%	38%	36%	38%	41%	33%	33%	32%	29%	35%	30%	36%	28%	36%	39%
NET: 55+	808	369	436	-	-	-	-	319	489	212	227	163	205	63	32	87	65	63	51	35	87	89	127	88	22
	39%	36%	41%	-	-	-	-	100%	100%	39%	38%	37%	41%	36%	37%	37%	38%	35%	34%	36%	45%	32%	45%	49%	37%
Average age	48.55	48.27	48.84	21.87	29.88	39.75	50.05	59.72	72.24	47.18	48.47	48.65	50.10	48.01	48.23	48.46	47.50	47.48	45.43	47.87	50.50	45.64	50.37	54.06	48.20

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 165

Age
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
18-24	226 11%	124 9%	89 14%	195 12%	32 8%	135 11%	128 12%	6 5%	16 10%	74 84%	-	2 2%
25-34	359 17%	204 14%	147 23%	320 19%	40 10%	306 25%	293 26%	13 11%	24 14%	7 8%	-	23 21%
35-44	333 16%	210 15%	120 19%	289 17%	44 11%	282 23%	250 22%	32 26%	24 15%	5 6%	1 *	21 20%
45-54	364 17%	235 17%	127 20%	285 17%	79 19%	295 24%	264 24%	30 25%	40 25%	2 2%	3 1%	24 23%
55-64	319 15%	238 17%	80 12%	224 13%	95 23%	170 14%	143 13%	27 22%	51 32%	1 1%	67 14%	30 28%
65+	489 23%	408 29%	77 12%	364 22%	125 30%	50 4%	35 3%	14 12%	7 4%	-	425 86%	6 6%
NET: 18-34	586 28%	327 23%	236 37%	514 31%	71 17%	441 36%	422 38%	19 16%	40 24%	81 91%	-	25 23%
NET: 35-54	697 33%	445 31%	247 39%	574 34%	123 30%	577 47%	515 46%	62 51%	64 40%	7 8%	5 1%	45 42%
NET: 55+	808 39%	646 46%	157 24%	588 35%	220 53%	219 18%	178 16%	41 34%	59 36%	1 1%	493 99%	37 34%
Average age	48.55	51.34	43.12	47.25	53.83	41.69	40.94	48.53	46.87	23.26	70.99	47.05

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 166

Age
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
18-24	226 11%	60 15%	6 11%	6 3%	45 10%	63 10%	46 15%	-	*	11 8%	211 11%	86 13%	28 14%	32 16%	26 11%	49 8%	19 6%	58 9%	52 10%	23 16%	8 13%	11 14%	1 8%	1 7%	55 17%
25-34	359 17%	97 24%	13 24%	14 8%	75 16%	121 19%	39 12%	-	1 15%	41 29%	317 16%	182 28%	46 22%	71 35%	65 28%	124 21%	49 15%	109 16%	106 22%	23 16%	11 19%	12 17%	2 31%	-	47 15%
35-44	333 16%	80 20%	7 13%	16 9%	88 19%	108 17%	33 10%	*	-	23 17%	308 16%	149 23%	47 22%	52 25%	51 22%	133 22%	49 16%	110 16%	82 16%	25 17%	8 14%	7 9%	*	2 21%	50 16%
45-54	364 17%	73 18%	10 18%	23 13%	90 19%	118 18%	47 15%	1	1	23 16%	340 18%	138 21%	53 25%	29 14%	56 24%	157 26%	52 16%	124 18%	77 16%	31 22%	8 13%	17 23%	1 12%	2 31%	52 16%
55-64	319 15%	43 11%	8 15%	36 20%	74 16%	103 16%	53 17%	1	1	22 16%	296 15%	61 10%	24 11%	15 7%	23 10%	108 18%	60 19%	106 16%	67 14%	13 9%	10 17%	11 15%	1 15%	3 41%	48 15%
65+	489 23%	49 12%	11 19%	84 47%	96 20%	138 21%	100 31%	7	5	22 15%	467 24%	25 4%	10 5%	5 2%	10 4%	24 4%	87 28%	162 24%	110 22%	30 21%	14 25%	15 21%	2 30%	-	67 21%
NET: 18-34	586 28%	156 39%	19 35%	20 11%	120 26%	184 28%	85 27%	-	2 20%	52 36%	528 27%	268 42%	75 36%	103 50%	91 39%	173 29%	68 22%	167 25%	158 32%	45 31%	18 32%	23 31%	3 39%	1 7%	102 32%
NET: 35-54	697 33%	153 38%	18 32%	39 22%	179 38%	226 35%	81 25%	1	1	46 33%	649 33%	287 45%	99 48%	81 40%	106 46%	290 49%	100 32%	234 35%	159 32%	57 39%	16 27%	24 32%	1 16%	4 52%	103 32%
NET: 55+	808 39%	92 23%	19 34%	120 67%	170 36%	241 37%	153 48%	8	6	44 31%	763 39%	87 14%	34 16%	20 10%	33 14%	132 22%	147 47%	268 40%	177 36%	43 30%	24 41%	26 36%	3 45%	3 41%	116 36%
Average age	48.55	42.75	46.07	58.79	48.21	48.09	51.15	69.51	57.41	45.57	48.85	39.88	41.59	37.09	40.81	43.64	51.49	49.75	47.43	46.17	48.07	46.63	51.50	50.62	46.41

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 167
Social Grade
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
A	128 6%	64 6%	64 6%	22 10%	24 7%	16 5%	9 3%	15 5%	42 9%	128 23%	-	-	-	9 5%	1 1%	12 5%	18 10%	6 3%	6 4%	5 5%	13 7%	21 8%	21 7%	12 7%	5 9%
B	422 20%	213 21%	208 20%	74 33%	74 20%	63 19%	56 15%	54 17%	101 21%	422 77%	-	-	-	41 23%	9 11%	37 16%	44 26%	39 21%	30 20%	18 18%	26 13%	58 21%	69 24%	34 19%	18 30%
C1	604 29%	275 27%	329 31%	72 32%	98 27%	90 27%	116 32%	82 26%	145 30%	-	604 100%	-	-	42 23%	35 41%	69 30%	44 25%	57 32%	39 26%	28 28%	62 32%	83 30%	72 25%	58 32%	16 28%
C2	438 21%	227 22%	209 20%	24 11%	86 24%	85 25%	80 22%	76 24%	87 18%	-	-	438 100%	-	35 19%	19 22%	46 20%	32 19%	41 23%	37 24%	28 29%	37 19%	59 21%	55 19%	42 24%	8 14%
D	287 14%	152 15%	133 12%	24 10%	56 16%	58 17%	61 17%	51 16%	38 8%	-	-	-	287 57%	26 15%	12 14%	41 18%	20 11%	22 12%	19 13%	13 14%	37 19%	32 12%	42 15%	18 10%	5 8%
E	212 10%	88 9%	123 12%	10 4%	22 6%	22 7%	41 11%	42 13%	76 15%	-	-	-	212 43%	25 14%	10 11%	28 12%	15 9%	16 9%	20 13%	6 6%	21 11%	23 8%	26 9%	15 9%	7 12%
NET: AB	550 26%	277 27%	272 26%	96 43%	97 27%	79 24%	66 18%	69 22%	143 29%	550 100%	-	-	-	50 28%	10 11%	49 21%	62 36%	44 25%	36 24%	23 23%	39 20%	79 29%	89 31%	46 26%	23 39%
NET: ABC1	1154 55%	552 54%	601 56%	168 74%	196 54%	169 51%	182 50%	151 47%	288 59%	550 100%	604 100%	-	-	92 52%	45 53%	117 51%	106 61%	101 56%	75 50%	51 51%	100 52%	162 59%	161 57%	104 58%	39 67%
NET: C2DE	937 45%	468 46%	466 44%	58 26%	164 46%	164 49%	182 50%	168 53%	200 41%	-	-	438 100%	499 100%	86 48%	41 47%	115 49%	67 39%	79 44%	76 50%	48 49%	94 48%	114 41%	123 43%	76 42%	19 33%
NET: DE	499 24%	240 24%	256 24%	34 15%	78 22%	80 24%	102 28%	92 29%	113 23%	-	-	-	499 100%	51 29%	22 25%	69 30%	35 20%	38 21%	39 26%	19 20%	57 29%	55 20%	69 24%	33 19%	11 19%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 168
Social Grade
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
A	128 6%	95 7%	29 5%	98 6%	30 7%	73 6%	71 6%	3 2%	2 1%	9 10%	39 8%	5 5%
B	422 20%	325 23%	90 14%	349 21%	73 18%	274 22%	246 22%	28 23%	9 6%	14 16%	116 23%	9 9%
C1	604 29%	419 30%	176 28%	492 29%	112 27%	376 30%	341 31%	35 29%	17 10%	44 49%	151 30%	17 16%
C2	438 21%	323 23%	111 17%	335 20%	103 25%	299 24%	268 24%	32 26%	17 11%	9 10%	86 17%	27 25%
D	287 14%	165 12%	116 18%	239 14%	48 11%	208 17%	185 17%	23 19%	14 9%	7 8%	38 8%	18 17%
E	212 10%	91 6%	118 18%	163 10%	49 12%	7 1%	5 *	2 1%	103 64%	5 6%	67 13%	31 29%
NET: AB	550 26%	421 30%	119 19%	447 27%	103 25%	347 28%	317 28%	30 25%	11 7%	23 27%	155 31%	14 13%
NET: ABC1	1154 55%	839 59%	295 46%	939 56%	215 52%	723 58%	657 59%	66 54%	28 17%	67 76%	306 62%	31 29%
NET: C2DE	937 45%	579 41%	345 54%	737 44%	200 48%	514 42%	457 41%	57 46%	135 83%	21 24%	191 38%	75 71%
NET: DE	499 24%	256 18%	234 37%	402 24%	96 23%	215 17%	190 17%	25 21%	118 72%	12 14%	105 21%	49 46%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 169
Social Grade
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
A	128 6%	24 6%	4 8%	11 6%	21 4%	33 5%	33 10%	1 11%	2 18%	15 11%	113 6%	50 8%	12 6%	17 9%	20 9%	24 4%	18 6%	40 6%	35 7%	9 6%	2 4%	6 8%	-	-	19 6%
B	422 20%	80 20%	9 16%	35 20%	85 18%	124 19%	85 27%	3 27%	2 24%	33 24%	389 20%	202 31%	75 36%	62 31%	64 28%	72 12%	65 21%	122 18%	136 28%	23 16%	12 21%	16 21%	2 23%	-	46 14%
C1	604 29%	128 32%	17 30%	43 24%	133 28%	187 29%	91 28%	2 22%	3 33%	34 24%	566 29%	232 36%	75 36%	72 35%	85 37%	144 24%	85 27%	195 29%	127 26%	41 28%	17 30%	15 21%	2 30%	5 63%	117 36%
C2	438 21%	56 14%	8 14%	41 23%	107 23%	153 24%	70 22%	1 9%	2 19%	34 24%	398 21%	96 15%	29 14%	28 14%	38 16%	203 34%	68 22%	148 22%	112 23%	26 18%	8 13%	13 18%	1 8%	* 4%	62 19%
D	287 14%	64 16%	11 20%	16 9%	75 16%	100 15%	20 6%	2 17%	-	18 13%	269 14%	56 9%	15 7%	22 11%	19 8%	152 26%	42 13%	97 14%	45 9%	27 19%	12 21%	14 19%	2 27%	-	48 15%
E	212 10%	50 12%	7 12%	32 18%	47 10%	54 8%	20 6%	1 15%	1 6%	8 5%	205 11%	6 1%	1 *	1 1%	4 2%	1 *	38 12%	67 10%	38 8%	20 14%	7 13%	9 12%	1 12%	2 32%	30 9%
NET: AB	550 26%	103 26%	13 24%	46 26%	106 23%	156 24%	118 37%	4 38%	4 42%	49 34%	502 26%	251 39%	87 42%	80 39%	85 37%	95 16%	83 26%	162 24%	172 35%	32 22%	14 24%	21 29%	2 23%	-	65 20%
NET: ABC1	1154 55%	231 58%	30 54%	89 50%	239 51%	343 53%	208 65%	6 60%	7 75%	82 58%	1067 55%	484 75%	162 78%	152 74%	170 74%	239 40%	168 53%	357 53%	298 60%	72 50%	31 54%	36 50%	4 53%	5 63%	182 57%
NET: C2DE	937 45%	170 42%	25 46%	89 50%	229 49%	307 47%	110 35%	4 40%	2 25%	59 42%	872 45%	158 25%	45 22%	52 26%	60 26%	356 60%	147 47%	312 47%	196 40%	73 50%	27 46%	36 50%	4 47%	3 37%	139 43%
NET: DE	499 24%	113 28%	17 31%	48 27%	122 26%	154 24%	40 13%	3 32%	1 6%	26 18%	473 24%	62 10%	16 8%	24 12%	22 10%	153 26%	79 25%	164 24%	84 17%	47 32%	19 33%	23 32%	3 39%	2 32%	77 24%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 170
GO Region
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Scotland	178	92	86	20	27	39	28	23	40	50	42	35	51	178	-	-	-	-	-	-	-	-	-	-	-
	8%	9%	8%	9%	8%	12%	8%	7%	8%	9%	7%	8%	10%	100%	-	-	-	-	-	-	-	-	-	-	-
North East	86	43	42	14	6	19	16	13	19	10	35	19	22	-	86	-	-	-	-	-	-	-	-	-	-
	4%	4%	4%	6%	2%	6%	4%	4%	4%	2%	6%	4%	4%	-	100%	-	-	-	-	-	-	-	-	-	-
North West	232	116	116	18	51	37	39	29	58	49	69	46	69	-	-	232	-	-	-	-	-	-	-	-	-
	11%	11%	11%	8%	14%	11%	11%	9%	12%	9%	11%	10%	14%	-	-	100%	-	-	-	-	-	-	-	-	-
Yorkshire & Humberside	174	72	102	23	29	28	29	25	41	62	44	32	35	-	-	-	174	-	-	-	-	-	-	-	-
	8%	7%	10%	10%	8%	8%	8%	8%	8%	11%	7%	7%	7%	-	-	-	100%	-	-	-	-	-	-	-	-
West Midlands	180	99	79	25	35	19	39	22	40	44	57	41	38	-	-	-	-	180	-	-	-	-	-	-	-
	9%	10%	7%	11%	10%	6%	11%	7%	8%	8%	9%	9%	8%	-	-	-	-	100%	-	-	-	-	-	-	-
East Midlands	151	73	76	15	41	25	18	20	31	36	39	37	39	-	-	-	-	-	151	-	-	-	-	-	-
	7%	7%	7%	7%	11%	8%	5%	6%	6%	7%	6%	8%	8%	-	-	-	-	-	100%	-	-	-	-	-	-
Wales	98	45	54	9	20	17	17	19	16	23	28	28	19	-	-	-	-	-	-	98	-	-	-	-	-
	5%	4%	5%	4%	5%	5%	5%	6%	3%	4%	5%	6%	4%	-	-	-	-	-	-	100%	-	-	-	-	-
Eastern	194	99	96	16	34	27	30	34	53	39	62	37	57	-	-	-	-	-	-	-	194	-	-	-	-
	9%	10%	9%	7%	9%	8%	8%	11%	11%	7%	10%	8%	11%	-	-	-	-	-	-	-	100%	-	-	-	-
London	276	128	147	42	45	51	49	39	49	79	83	59	55	-	-	-	-	-	-	-	-	276	-	-	-
	13%	13%	14%	19%	12%	15%	14%	12%	10%	14%	14%	13%	11%	-	-	-	-	-	-	-	-	100%	-	-	-
South East	284	140	144	31	46	34	46	51	76	89	72	55	69	-	-	-	-	-	-	-	-	-	284	-	-
	14%	14%	14%	14%	13%	10%	13%	16%	16%	16%	12%	13%	14%	-	-	-	-	-	-	-	-	-	100%	-	-
South West	180	84	96	12	16	26	38	33	55	46	58	42	33	-	-	-	-	-	-	-	-	-	-	180	-
	9%	8%	9%	5%	4%	8%	11%	10%	11%	8%	10%	10%	7%	-	-	-	-	-	-	-	-	-	-	100%	-
Northern Ireland	59	28	30	3	11	10	13	12	10	23	16	8	11	-	-	-	-	-	-	-	-	-	-	-	59
	3%	3%	3%	1%	3%	3%	4%	4%	2%	4%	3%	2%	2%	-	-	-	-	-	-	-	-	-	-	-	100%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 171
GO Region
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Scotland	178	101	71	128	50	97	86	11	19	11	44	7
	8%	7%	11%	8%	12%	8%	8%	9%	12%	12%	9%	7%
North East	86	51	33	67	19	52	48	3	5	5	19	5
	4%	4%	5%	4%	5%	4%	4%	3%	3%	6%	4%	5%
North West	232	160	69	206	26	139	127	12	22	6	54	11
	11%	11%	11%	12%	6%	11%	11%	10%	14%	7%	11%	10%
Yorkshire & Humberside	174	132	41	141	33	105	102	3	11	10	40	7
	8%	9%	6%	8%	8%	8%	9%	3%	7%	11%	8%	7%
West Midlands	180	120	58	157	23	108	99	9	14	5	42	11
	9%	8%	9%	9%	6%	9%	9%	8%	9%	5%	8%	10%
East Midlands	151	99	49	113	38	86	75	11	13	9	30	12
	7%	7%	8%	7%	9%	7%	7%	9%	8%	10%	6%	11%
Wales	98	71	24	56	42	63	55	9	6	5	19	5
	5%	5%	4%	3%	10%	5%	5%	7%	4%	5%	4%	5%
Eastern	194	140	50	138	56	110	101	9	14	5	52	14
	9%	10%	8%	8%	14%	9%	9%	7%	8%	6%	10%	13%
London	276	165	107	271	5	188	168	20	22	12	48	5
	13%	12%	17%	16%	1%	15%	15%	17%	14%	14%	10%	5%
South East	284	191	90	225	60	158	139	18	21	13	76	17
	14%	13%	14%	13%	14%	13%	13%	15%	13%	15%	15%	16%
South West	180	139	41	133	47	91	78	13	13	7	60	9
	9%	10%	6%	8%	11%	7%	7%	10%	8%	8%	12%	9%
Northern Ireland	59	49	9	43	16	40	37	3	1	1	14	3
	3%	3%	1%	3%	4%	3%	3%	2%	1%	1%	3%	2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 172
GO Region
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Fiat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Scotland	178	60	3	18	33	43	16	*	3	8	170	50	20	15	15	47	36	57	38	12	2	6	1	1	24
	8%	15%	5%	10%	7%	7%	5%	4%	34%	5%	9%	8%	9%	8%	7%	8%	11%	8%	8%	8%	4%	9%	19%	7%	8%
North East	86	12	-	12	22	35	5	-	-	5	81	20	4	9	7	32	12	25	22	7	2	2	-	3	12
	4%	3%	-	7%	5%	5%	2%	-	-	4%	4%	3%	2%	4%	3%	5%	4%	4%	4%	5%	4%	3%	-	35%	4%
North West	232	30	7	18	63	82	32	1	-	19	211	75	18	26	31	64	36	78	43	21	9	9	-	-	37
	11%	7%	13%	10%	13%	13%	10%	9%	-	14%	11%	12%	9%	13%	13%	11%	12%	12%	9%	14%	15%	12%	-	-	11%
Yorkshire & Humberside	174	20	1	12	48	74	20	-	-	6	167	58	23	10	25	47	26	50	38	13	7	9	1	1	29
	8%	5%	1%	7%	10%	11%	6%	-	-	4%	9%	9%	11%	5%	11%	8%	8%	7%	8%	9%	11%	12%	12%	7%	9%
West Midlands	180	28	4	13	37	63	32	2	-	12	168	52	19	10	23	56	19	62	50	10	12	5	1	-	22
	9%	7%	7%	7%	8%	10%	10%	25%	-	8%	9%	8%	9%	5%	10%	9%	6%	9%	10%	7%	20%	6%	16%	-	7%
East Midlands	151	21	-	15	26	54	30	1	2	13	136	40	9	15	16	46	16	42	41	11	6	4	-	*	30
	7%	5%	-	9%	6%	8%	10%	15%	28%	9%	7%	6%	4%	7%	7%	8%	5%	6%	8%	8%	11%	5%	-	4%	9%
Wales	98	7	4	8	30	30	19	-	1	11	85	31	7	8	16	33	18	24	31	4	3	3	-	2	13
	5%	2%	7%	4%	6%	5%	6%	-	8%	8%	4%	5%	3%	4%	7%	6%	6%	4%	6%	3%	5%	4%	-	21%	4%
Eastern	194	24	3	17	47	68	35	-	1	3	190	56	22	17	18	53	22	72	42	14	4	6	1	-	33
	9%	6%	5%	9%	10%	10%	11%	-	11%	2%	10%	9%	10%	8%	8%	9%	7%	11%	9%	10%	7%	8%	11%	-	10%
London	276	108	21	10	56	56	24	-	1	37	236	118	33	41	44	71	45	73	70	21	5	14	3	2	44
	13%	27%	37%	6%	12%	9%	8%	-	6%	26%	12%	18%	16%	20%	19%	12%	14%	11%	14%	15%	8%	19%	43%	26%	14%
South East	284	64	10	24	58	74	51	3	1	11	273	79	21	38	20	79	44	97	61	14	7	9	-	-	52
	14%	16%	17%	13%	12%	11%	16%	32%	13%	8%	14%	12%	10%	18%	9%	13%	14%	15%	12%	10%	12%	13%	-	-	16%
South West	180	24	3	24	33	59	36	1	-	7	172	44	23	10	10	47	34	73	35	13	2	5	-	-	19
	9%	6%	6%	13%	7%	9%	11%	15%	-	5%	9%	7%	11%	5%	4%	8%	11%	11%	7%	9%	4%	6%	-	-	6%
Northern Ireland	59	4	1	8	15	14	17	-	-	9	49	20	10	4	6	20	7	16	23	4	-	2	-	-	6
	3%	1%	2%	4%	3%	2%	5%	-	-	7%	3%	3%	5%	2%	2%	3%	2%	2%	5%	3%	-	2%	-	-	2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 173

Have you taken a foreign holiday in the last 3 years?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Yes	890	440	447	121	201	131	141	115	181	269	254	204	162	72	26	110	80	59	67	34	78	155	113	65	32
	43%	43%	42%	54%	56%	39%	39%	36%	37%	49%	42%	47%	33%	41%	30%	47%	46%	33%	44%	34%	40%	56%	40%	36%	55%
No	1201	579	619	105	158	203	223	204	308	281	350	234	337	105	60	123	93	121	84	65	116	121	171	115	27
	57%	57%	58%	46%	44%	61%	61%	64%	63%	51%	58%	53%	67%	59%	70%	53%	54%	67%	56%	66%	60%	44%	60%	64%	45%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 174

Have you taken a foreign holiday in the last 3 years?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person, housewife, husband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Yes	890 43%	642 45%	238 37%	741 44%	149 36%	595 48%	540 48%	54 44%	32 20%	46 53%	189 38%	28 26%
No	1201 57%	777 55%	402 63%	936 56%	265 64%	642 52%	574 52%	68 56%	131 80%	42 47%	308 62%	78 74%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 175

Have you taken a foreign holiday in the last 3 years?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Yes	890 43%	194 48%	35 63%	58 33%	174 37%	261 40%	159 50%	5 48%	4 51%	90 63%	794 41%	349 54%	100 48%	126 62%	123 53%	246 41%	140 44%	285 43%	215 43%	64 44%	24 41%	34 46%	2 24%	1 19%	126 39%
No	1201 57%	207 52%	20 37%	120 67%	295 63%	390 60%	160 50%	5 52%	4 49%	52 37%	1145 59%	293 46%	108 52%	77 38%	108 47%	349 59%	175 56%	384 57%	280 57%	82 56%	34 59%	39 54%	6 76%	6 81%	195 61%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 176
Opinion Influencer
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Yes	170 8%	104 10%	63 6%	33 15%	56 16%	35 10%	22 6%	10 3%	14 3%	66 12%	50 8%	28 6%	26 5%	7 4%	5 6%	24 10%	8 4%	14 8%	13 8%	6 6%	11 6%	50 18%	17 6%	12 7%	4 7%
No	1921 92%	916 90%	1003 94%	193 85%	303 84%	298 90%	343 94%	309 97%	475 97%	484 88%	554 92%	410 94%	473 95%	171 96%	81 94%	208 90%	166 96%	166 92%	138 92%	93 94%	184 94%	226 82%	267 94%	167 93%	54 93%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 177
Opinion Influencer
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Yes	170 8%	111 8%	58 9%	144 9%	26 6%	140 11%	129 12%	11 9%	2 1%	10 11%	14 3%	4 4%
No	1921 92%	1307 92%	582 91%	1532 91%	389 94%	1097 89%	986 88%	111 91%	161 99%	78 89%	483 97%	102 96%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 178
Opinion Influencer
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Yes	170 8%	44 11%	12 22%	16 9%	27 6%	47 7%	23 7%	-	-	50 35%	119 6%	121 19%	21 10%	51 25%	50 22%	19 3%	26 8%	59 9%	41 8%	17 12%	5 8%	13 18%	-	-	10 3%
No	1921 92%	357 89%	43 78%	163 91%	441 94%	604 93%	295 93%	10 100%	9 100%	91 65%	1820 94%	521 81%	187 90%	153 75%	181 78%	576 97%	289 92%	610 91%	454 92%	128 88%	54 92%	59 82%	8 100%	8 100%	311 97%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 179
Tenure
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Homeowners	1419	677	737	124	204	210	235	238	408	421	419	323	256	101	51	160	132	120	99	71	140	165	191	139	49
	68%	66%	69%	55%	57%	63%	65%	74%	84%	76%	69%	74%	51%	57%	60%	69%	76%	66%	66%	73%	72%	60%	67%	77%	84%
Owned outright - without mortgage	826	382	443	53	63	56	104	166	383	239	242	181	164	56	27	87	70	58	53	45	90	101	121	98	20
	39%	37%	42%	24%	18%	17%	29%	52%	78%	43%	40%	41%	33%	31%	32%	37%	40%	32%	35%	46%	46%	37%	43%	55%	35%
Owned with a mortgage or loan	593	296	294	71	140	154	131	71	26	181	177	142	93	45	24	73	63	62	46	26	50	64	70	41	29
	28%	29%	28%	31%	39%	46%	36%	22%	5%	33%	29%	32%	19%	25%	28%	32%	36%	35%	31%	27%	26%	23%	24%	23%	50%
NET: Renters	640	326	313	89	147	120	127	80	77	119	176	111	234	71	33	69	41	58	49	24	50	107	90	41	9
	31%	32%	29%	39%	41%	36%	35%	25%	16%	22%	29%	25%	47%	40%	38%	30%	23%	32%	32%	24%	26%	39%	32%	23%	15%
NET: Rent from Council/ Housing Association	380	196	183	40	71	71	76	58	63	58	81	67	175	45	23	50	22	37	30	12	30	58	52	17	4
	18%	19%	17%	18%	20%	21%	21%	18%	13%	10%	13%	15%	35%	25%	27%	21%	13%	21%	20%	13%	15%	21%	18%	9%	7%
Rented from the council	250	136	114	18	51	50	50	36	45	42	49	49	111	35	17	30	15	23	21	6	22	37	33	9	3
	12%	13%	11%	8%	14%	15%	14%	11%	9%	8%	8%	11%	22%	20%	20%	13%	9%	13%	14%	6%	11%	13%	11%	5%	5%
Rented from a housing association	130	60	69	22	21	21	26	23	18	16	32	18	64	10	6	20	7	15	9	7	8	22	20	8	1
	6%	6%	6%	10%	6%	6%	7%	7%	4%	3%	5%	4%	13%	5%	7%	8%	4%	8%	6%	7%	4%	8%	7%	4%	2%
Rented from someone else	260	130	130	49	76	49	51	21	13	62	95	44	59	26	10	19	19	20	19	12	20	48	38	24	5
	12%	13%	12%	22%	21%	15%	14%	7%	3%	11%	16%	10%	12%	15%	11%	8%	11%	11%	13%	12%	10%	17%	13%	14%	8%
Rent free	33	16	17	13	9	4	2	2	3	11	9	5	8	6	2	3	1	2	2	3	4	4	3	-	1
	2%	2%	2%	6%	2%	1%	1%	1%	1%	2%	1%	1%	2%	4%	2%	1%	*	1%	2%	3%	2%	2%	1%	-	1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 180
Tenure
Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Homeowners	1419	1419	-	1105	314	822	736	86	71	39	420	66
	68%	100%	-	66%	76%	66%	66%	70%	44%	44%	85%	62%
Owned outright - without mortgage	826	826	-	621	205	316	265	51	50	22	396	43
	39%	58%	-	37%	49%	26%	24%	41%	30%	25%	80%	40%
Owned with a mortgage or loan	593	593	-	484	109	506	471	35	22	17	24	24
	28%	42%	-	29%	26%	41%	42%	29%	13%	19%	5%	22%
NET: Renters	640	-	640	547	93	396	361	35	87	43	74	40
	31%	-	100%	33%	22%	32%	32%	29%	53%	49%	15%	38%
NET: Rent from Council/ Housing Association	380	-	380	319	62	207	188	20	66	20	59	29
	18%	-	59%	19%	15%	17%	17%	16%	40%	22%	12%	27%
Rented from the council	250	-	250	206	44	140	129	11	42	11	41	15
	12%	-	39%	12%	11%	11%	12%	9%	26%	12%	8%	15%
Rented from a housing association	130	-	130	112	18	67	58	9	23	9	18	13
	6%	-	20%	7%	4%	5%	5%	7%	14%	10%	4%	13%
Rented from someone else	260	-	260	229	31	189	173	16	21	23	15	11
	12%	-	41%	14%	7%	15%	16%	13%	13%	26%	3%	10%
Rent free	33	-	-	25	8	19	18	1	4	6	3	-
	2%	-	-	1%	2%	2%	2%	1%	3%	7%	1%	-

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 181
Tenure
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Homeowners	1419	134	28	121	333	500	286	9	7	115	1293	429	139	133	157	393	225	468	354	79	36	39	4	2	211
	68%	33%	51%	68%	71%	77%	90%	96%	77%	81%	67%	67%	67%	65%	68%	66%	71%	70%	72%	54%	62%	53%	58%	28%	66%
Owned outright - without mortgage	826	60	16	93	177	281	184	8	6	65	754	161	66	43	53	154	146	264	199	44	17	25	3	2	126
	39%	15%	29%	52%	38%	43%	58%	87%	70%	46%	39%	25%	32%	21%	23%	26%	46%	40%	40%	31%	29%	35%	39%	21%	39%
Owned with a mortgage or loan	593	74	12	29	156	219	102	1	1	50	540	267	73	90	104	239	79	204	155	35	19	13	1	1	86
	28%	18%	21%	16%	33%	34%	32%	9%	7%	36%	28%	42%	35%	44%	45%	40%	25%	30%	31%	24%	33%	18%	19%	7%	27%
NET: Renters	640	263	27	53	133	141	21	*	2	25	615	202	64	69	70	194	85	194	135	64	21	33	3	5	99
	31%	66%	49%	30%	28%	22%	7%	4%	23%	18%	32%	32%	31%	34%	30%	33%	27%	29%	27%	44%	37%	46%	35%	72%	31%
NET: Rent from Council/ Housing Association	380	150	18	39	76	94	2	-	1	16	365	95	28	38	29	113	51	120	77	40	17	25	-	3	48
	18%	37%	33%	22%	16%	14%	1%	-	6%	11%	19%	15%	13%	19%	13%	19%	16%	18%	16%	27%	28%	34%	-	41%	15%
Rented from the council	250	92	13	30	47	68	-	-	-	13	237	68	19	34	16	72	32	87	48	26	11	17	-	3	25
	12%	23%	23%	17%	10%	10%	-	-	-	9%	12%	11%	9%	17%	7%	12%	10%	13%	10%	18%	19%	24%	-	41%	8%
Rented from a housing association	130	58	6	9	29	26	2	-	1	3	127	27	9	4	13	40	19	33	29	13	6	7	-	-	23
	6%	14%	11%	5%	6%	4%	1%	-	6%	2%	7%	4%	4%	2%	6%	7%	6%	5%	6%	9%	10%	10%	-	-	7%
Rented from someone else	260	113	9	14	57	47	19	*	1	10	250	108	37	30	41	81	34	74	58	24	5	9	3	2	51
	12%	28%	16%	8%	12%	7%	6%	4%	17%	7%	13%	17%	18%	15%	18%	14%	11%	11%	12%	17%	8%	12%	35%	31%	16%
Rent free	33	4	-	4	2	10	12	-	-	1	31	11	5	2	4	8	5	8	6	2	*	1	1	-	10
	2%	1%	-	2%	1%	1%	4%	-	-	1%	2%	2%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	8%	-	3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 182
What is the highest educational level that you have achieved to date?
Base: All respondents

	Gender			Age						Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
No formal education	15 1%	6 1%	9 1%	- -	4 1%	2 1%	* *	- -	9 2%	1 *	4 1%	4 1%	6 1%	2 1%	2 2%	1 1%	2 1%	- -	- -	- -	2 1%	1 *	1 *	3 1%	- -
Primary	11 1%	8 1%	3 *	- -	1 *	* *	- -	- -	10 2%	1 *	2 *	5 1%	3 1%	1 1%	- -	2 1%	1 1%	- -	- -	2 2%	1 *	4 1%	* *	- -	- -
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1122 54%	538 53%	583 55%	94 42%	139 39%	160 48%	228 63%	206 65%	295 60%	180 33%	305 51%	274 63%	363 73%	83 46%	55 64%	104 45%	93 54%	120 67%	82 55%	51 52%	122 63%	124 45%	158 56%	101 56%	28 48%
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	320 31%	313 29%	58 25%	142 40%	117 35%	102 28%	89 28%	130 27%	231 42%	198 33%	114 26%	94 19%	58 33%	22 26%	72 31%	48 27%	40 22%	48 32%	33 33%	50 25%	92 33%	92 32%	56 31%	26 44%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	246 12%	122 12%	123 12%	34 15%	68 19%	49 15%	32 9%	25 8%	39 8%	123 22%	68 11%	33 7%	22 4%	27 15%	6 6%	48 21%	23 13%	14 8%	15 10%	12 12%	13 7%	41 15%	27 9%	15 9%	4 7%
Still in full time education	43 2%	17 2%	25 2%	36 16%	4 1%	2 1%	1 *	- -	- -	11 2%	21 3%	6 1%	4 1%	6 3%	1 1%	2 1%	4 2%	3 2%	4 3%	- -	3 2%	9 3%	5 2%	4 2%	1 2%
Don't know	4 *	1 *	3 *	- -	- -	- -	- -	- -	4 1%	1 *	- -	1 *	1 *	- -	- -	2 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -
Prefer not to answer	14 1%	7 1%	7 1%	4 2%	3 1%	3 1%	1 *	- -	3 1%	2 *	4 1%	2 *	6 1%	- -	- -	1 *	1 1%	3 2%	1 *	- -	4 2%	4 1%	1 *	- -	- -

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 183

What is the highest educational level that you have achieved to date?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
No formal education	15 1%	9 1%	5 1%	13 1%	2 *	4 *	4 *	- -	1 1%	- -	7 1%	3 2%
Primary	11 1%	9 1%	2 *	10 1%	1 *	2 *	- -	2 2%	1 1%	- -	7 1%	* *
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1122 54%	721 51%	386 60%	883 53%	239 58%	606 49%	548 49%	57 47%	122 75%	26 30%	299 60%	69 65%
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	470 33%	158 25%	513 31%	124 30%	430 35%	383 34%	47 39%	30 18%	16 18%	134 27%	26 25%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	246 12%	177 12%	63 10%	207 12%	38 9%	184 15%	169 15%	15 12%	7 4%	6 7%	44 9%	5 5%
Still in full time education	43 2%	21 1%	19 3%	35 2%	7 2%	6 *	5 *	1 *	- -	37 42%	- -	- -
Don't know	4 *	4 *	- -	2 *	1 *	- -	- -	- -	- -	- -	4 1%	- -
Prefer not to answer	14 1%	8 1%	6 1%	12 1%	2 *	4 *	4 *	- -	1 1%	2 3%	3 1%	3 3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 184

What is the highest educational level that you have achieved to date?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Fiat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
No formal education	15 1%	3 1%	-	1 1%	2 *	6 1%	2 1%	-	-	1 1%	14 1%	2 *	1 *	1 1%	-	2 *	2 1%	4 1%	5 1%	1 1%	1 1%	1 1%	-	-	1 *
Primary	11 1%	-	1 2%	-	6 1%	3 1%	-	-	1 12%	2 1%	9 *	2 *	* *	-	2 1%	-	-	1 *	6 1%	-	1 1%	-	1 8%	-	2 1%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1122 54%	196 49%	28 51%	97 54%	273 58%	358 55%	160 50%	7 77%	2 27%	52 37%	1067 55%	213 33%	76 37%	63 31%	74 32%	392 66%	159 51%	371 55%	253 51%	75 51%	31 53%	38 52%	4 57%	6 77%	185 58%
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	119 30%	20 37%	58 32%	143 31%	186 29%	106 33%	2 23%	3 37%	52 36%	581 30%	280 44%	81 39%	97 47%	102 44%	151 25%	107 34%	208 31%	154 31%	41 28%	17 29%	24 33%	2 30%	1 15%	82 26%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	246 12%	64 16%	5 10%	22 12%	40 9%	76 12%	36 11%	-	2 24%	33 23%	213 11%	138 22%	49 23%	41 20%	49 21%	45 8%	41 13%	77 12%	59 12%	23 16%	9 16%	9 12%	* 4%	-	28 9%
Still in full time education	43 2%	14 3%	-	1 1%	3 1%	13 2%	12 4%	-	-	1 1%	42 2%	3 *	-	2 1%	1 *	3 1%	4 1%	5 1%	14 3%	4 3%	-	1 2%	-	1 7%	14 4%
Don't know	4 *	-	-	-	-	4 1%	-	-	-	-	4 *	-	-	-	-	-	1 *	1 *	-	-	-	-	-	-	1 *
Prefer not to answer	14 1%	5 1%	* 1%	-	1 *	6 1%	1 *	-	-	1 1%	9 *	3 1%	1 *	-	3 1%	1 *	* *	3 *	3 1%	1 1%	-	-	-	-	7 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 185

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Yes - responsible for half or more of the items bought	1923	902	1018	165	330	319	349	298	460	505	551	398	468	161	80	215	164	168	133	90	184	259	250	162	56
	92%	88%	95%	73%	92%	96%	96%	93%	94%	92%	91%	91%	94%	91%	93%	93%	94%	94%	88%	91%	95%	94%	88%	90%	96%
No - not responsible for most of the items bought	168	118	48	61	29	14	15	21	28	45	53	40	30	17	6	17	10	12	17	8	10	17	35	18	3
	8%	12%	5%	27%	8%	4%	4%	7%	6%	8%	9%	9%	6%	9%	7%	7%	6%	6%	12%	9%	5%	6%	12%	10%	4%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 186

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Yes - responsible for half or more of the items bought	1923 92%	1294 91%	605 95%	1536 92%	386 93%	1156 93%	1043 94%	113 92%	138 85%	57 65%	467 94%	104 98%
No - not responsible for most of the items bought	168 8%	124 9%	35 5%	140 8%	28 7%	81 7%	71 6%	10 8%	24 15%	31 35%	30 6%	2 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 187

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Yes - responsible for half or more of the items bought	1923	381	56	170	433	590	276	10	8	134	1783	595	196	188	211	561	293	625	465	131	53	67	6	8	276
	92%	95%	100%	95%	92%	91%	87%	100%	91%	94%	92%	93%	94%	92%	92%	94%	93%	93%	94%	90%	91%	92%	73%	100%	86%
No - not responsible for most of the items bought	168	20	-	9	35	61	43	-	1	8	156	46	12	15	19	34	21	45	30	15	5	6	2	-	45
	8%	5%	-	5%	8%	9%	13%	-	9%	6%	8%	7%	6%	8%	8%	6%	7%	7%	6%	10%	9%	8%	27%	-	14%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 188

How many cars are there in your household?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
No cars in the household	395 19%	198 19%	195 18%	55 24%	80 22%	66 20%	68 19%	49 15%	77 16%	75 14%	123 20%	54 12%	143 29%	43 24%	20 23%	35 15%	33 19%	37 21%	26 17%	13 13%	21 11%	96 35%	44 16%	18 10%	8 14%
NET: Any	1696 81%	821 81%	871 82%	171 76%	280 78%	267 80%	296 81%	270 85%	412 84%	475 86%	481 80%	384 88%	356 71%	134 76%	66 77%	197 85%	140 81%	143 79%	124 83%	85 87%	174 89%	180 65%	240 84%	162 90%	50 86%
1	1158 55%	569 56%	587 55%	72 32%	177 49%	187 56%	196 54%	195 61%	331 68%	320 58%	341 56%	222 51%	275 55%	101 57%	46 54%	142 61%	109 63%	87 49%	81 54%	42 43%	119 61%	133 48%	163 57%	108 60%	26 45%
2	422 20%	205 20%	215 20%	59 26%	84 23%	71 21%	73 20%	65 20%	71 14%	123 22%	109 18%	129 30%	61 12%	28 16%	15 17%	43 18%	23 13%	48 27%	34 22%	35 35%	43 22%	36 13%	62 22%	40 22%	17 29%
3+	116 6%	47 5%	69 6%	40 18%	19 5%	9 3%	27 8%	11 3%	10 2%	32 6%	32 5%	33 8%	20 4%	5 3%	5 6%	12 5%	9 5%	7 4%	10 7%	8 8%	12 6%	11 4%	15 5%	14 8%	7 13%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 189
How many cars are there in your household?
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
No cars in the household	395 19%	137 10%	254 40%	354 21%	41 10%	211 17%	188 17%	23 19%	62 38%	27 30%	76 15%	20 18%
NET: Any	1696 81%	1282 90%	386 60%	1322 79%	374 90%	1026 83%	926 83%	99 81%	101 62%	61 70%	422 85%	87 82%
1	1158 55%	831 59%	314 49%	949 57%	209 50%	657 53%	585 52%	72 59%	77 47%	30 34%	339 68%	55 52%
2	422 20%	353 25%	62 10%	291 17%	131 32%	292 24%	272 24%	21 17%	19 12%	14 16%	72 14%	25 24%
3+	116 6%	98 7%	10 2%	82 5%	34 8%	77 6%	70 6%	7 6%	5 3%	17 19%	11 2%	6 6%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 190

How many cars are there in your household?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
No cars in the household	395 19%	190 47%	14 26%	27 15%	88 19%	60 9%	13 4%	1 15%	2 17%	17 12%	376 19%	116 18%	46 22%	35 17%	34 15%	95 16%	59 19%	120 18%	77 16%	29 20%	12 21%	21 29%	4 53%	7 88%	65 20%
NET: Any	1696 81%	211 53%	41 74%	152 85%	380 81%	591 91%	306 96%	8 85%	7 83%	124 88%	1563 81%	526 82%	161 78%	168 83%	196 85%	500 84%	255 81%	550 82%	417 84%	116 80%	46 79%	51 71%	4 47%	1 12%	256 80%
1	1158 55%	186 46%	38 69%	114 64%	283 60%	385 59%	140 44%	7 70%	5 62%	75 53%	1082 56%	356 56%	115 55%	122 60%	120 52%	300 50%	180 57%	367 55%	284 57%	84 58%	26 45%	44 61%	4 47%	1 12%	169 53%
2	422 20%	23 6%	3 6%	30 17%	84 18%	164 25%	115 36%	1 15%	2 21%	39 27%	380 20%	141 22%	40 19%	35 17%	65 28%	152 25%	62 20%	150 22%	108 22%	25 17%	13 23%	5 7%	-	-	59 18%
3+	116 6%	2 *	-	8 4%	14 3%	42 7%	50 16%	-	-	11 8%	101 5%	29 5%	7 3%	12 6%	11 5%	48 8%	14 4%	33 5%	25 5%	8 5%	6 11%	2 3%	-	-	28 9%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 191
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
White	1801	870	928	151	276	264	334	297	479	465	525	381	431	168	80	195	152	148	136	92	184	168	252	172	55
	86%	85%	87%	67%	77%	79%	92%	93%	98%	84%	87%	87%	86%	95%	94%	84%	88%	82%	90%	93%	95%	61%	89%	96%	94%
NET: Ethnic minority	269	140	128	69	81	64	29	19	6	83	72	55	58	9	5	36	20	31	15	5	10	99	32	6	2
	13%	14%	12%	31%	23%	19%	8%	6%	1%	15%	12%	13%	12%	5%	6%	15%	12%	17%	10%	5%	5%	36%	11%	3%	3%
Mixed	52	26	26	11	19	13	7	1	-	10	19	10	13	1	1	7	2	5	3	1	5	19	6	2	1
	2%	3%	2%	5%	5%	4%	2%	*	-	2%	3%	2%	3%	1%	1%	3%	1%	3%	2%	1%	3%	7%	2%	1%	1%
Asian	120	66	53	30	40	28	8	9	6	35	22	37	26	2	2	24	9	19	8	1	1	42	8	1	1
	6%	6%	5%	13%	11%	8%	2%	3%	1%	6%	4%	8%	5%	1%	2%	10%	5%	11%	6%	1%	1%	15%	3%	1%	2%
Black	64	34	30	13	15	20	11	5	-	26	16	7	15	3	2	4	5	6	2	3	4	23	11	2	-
	3%	3%	3%	6%	4%	6%	3%	2%	-	5%	3%	2%	3%	2%	3%	2%	3%	3%	1%	3%	2%	8%	4%	1%	-
Chinese	21	4	17	13	3	-	1	3	-	7	10	1	3	2	1	1	3	1	1	-	-	7	5	1	-
	1%	*	2%	6%	1%	-	*	1%	-	1%	2%	*	1%	1%	1%	*	2%	*	1%	-	-	3%	2%	*	-
Other ethnic group	12	10	1	2	4	2	3	1	-	4	6	1	1	-	-	-	1	1	-	-	-	8	2	-	-
	1%	1%	*	1%	1%	1%	1%	*	-	1%	1%	*	*	-	-	-	1%	1%	-	-	-	3%	1%	-	-
Prefer not to answer	21	9	11	6	2	6	1	3	4	2	7	2	10	1	-	2	1	1	-	2	-	9	1	2	2
	1%	1%	1%	3%	*	2%	*	1%	1%	*	1%	*	2%	1%	-	1%	1%	1%	-	2%	-	3%	*	1%	3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 192

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
White	1801 86%	1265 89%	510 80%	1407 84%	394 95%	1023 83%	919 82%	104 85%	144 89%	49 55%	488 98%	96 91%
NET: Ethnic minority	269 13%	141 10%	121 19%	249 15%	20 5%	202 16%	187 17%	15 12%	15 9%	38 43%	5 1%	9 9%
Mixed	52 2%	24 2%	26 4%	48 3%	4 1%	42 3%	40 4%	2 1%	3 2%	5 6%	-	1 1%
Asian	120 6%	80 6%	37 6%	110 7%	10 2%	89 7%	81 7%	9 7%	6 3%	13 15%	5 1%	7 7%
Black	64 3%	20 1%	43 7%	59 4%	5 1%	50 4%	47 4%	3 2%	6 4%	8 10%	-	1 1%
Chinese	21 1%	9 1%	11 2%	20 1%	1 *	12 1%	10 1%	2 2%	-	9 10%	-	-
Other ethnic group	12 1%	7 1%	3 1%	12 1%	-	10 1%	10 1%	-	-	2 2%	-	-
Prefer not to answer	21 1%	12 1%	8 1%	21 1%	-	11 1%	8 1%	3 2%	4 2%	2 2%	4 1%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 193

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
White	1801	298	47	164	409	576	289	10	9	99	1697	495	176	144	176	528	264	598	421	109	48	57	5	7	291
	86%	74%	85%	92%	87%	89%	91%	100%	100%	70%	88%	77%	85%	70%	76%	89%	84%	89%	85%	75%	82%	78%	69%	91%	91%
NET: Ethnic minority	269	97	8	11	56	69	28	-	-	40	225	136	28	58	51	66	46	63	69	35	10	16	2	1	27
	13%	24%	15%	6%	12%	11%	9%	-	-	28%	12%	21%	13%	29%	22%	11%	15%	9%	14%	24%	18%	22%	31%	9%	8%
Mixed	52	21	1	4	7	10	8	-	-	9	43	28	3	17	9	13	9	15	13	5	2	4	-	-	5
	2%	5%	2%	2%	2%	2%	3%	-	-	6%	2%	4%	2%	8%	4%	2%	3%	2%	3%	3%	4%	5%	-	-	1%
Asian	120	29	7	2	27	45	10	-	-	20	97	56	12	23	21	33	19	34	34	10	6	6	1	1	10
	6%	7%	13%	1%	6%	7%	3%	-	-	14%	5%	9%	6%	11%	9%	6%	6%	5%	7%	7%	11%	8%	11%	9%	3%
Black	64	30	-	5	16	9	4	-	-	4	59	34	8	11	14	16	10	8	15	17	2	5	1	-	7
	3%	8%	-	3%	3%	1%	1%	-	-	3%	3%	5%	4%	5%	6%	3%	3%	1%	3%	11%	3%	8%	8%	-	2%
Chinese	21	10	-	-	5	1	5	-	-	5	16	9	-	5	4	3	4	5	6	2	-	1	-	-	4
	1%	3%	-	-	1%	*	1%	-	-	3%	1%	1%	-	3%	2%	*	1%	1%	1%	1%	-	1%	-	-	1%
Other ethnic group	12	6	-	-	1	5	-	-	-	2	9	9	3	3	3	1	3	2	3	2	-	-	1	-	2
	1%	1%	-	-	*	1%	-	-	-	2%	*	1%	2%	1%	1%	*	1%	*	1%	1%	-	-	12%	-	1%
Prefer not to answer	21	6	-	4	3	5	2	-	-	2	17	10	5	2	3	1	5	9	4	1	-	-	-	-	2
	1%	2%	-	2%	1%	1%	1%	-	-	1%	1%	2%	2%	1%	1%	*	2%	1%	1%	1%	-	-	-	-	1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 194

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Christian	927 44%	430 42%	497 47%	45 20%	111 31%	131 39%	165 45%	157 49%	319 65%	242 44%	260 43%	205 47%	220 44%	63 35%	43 50%	103 44%	73 42%	76 42%	68 45%	42 42%	90 46%	107 39%	122 43%	96 53%	45 77%
NET: Other	177 8%	94 9%	82 8%	31 14%	52 14%	34 10%	18 5%	22 7%	21 4%	59 11%	35 6%	46 10%	38 8%	5 3%	2 2%	32 14%	15 9%	22 12%	9 6%	1 1%	5 2%	65 24%	14 5%	5 3%	2 4%
Muslim	82 4%	48 5%	34 3%	19 8%	29 8%	20 6%	11 3%	3 1%	1 *	22 4%	14 2%	29 7%	17 3%	1 *	1 1%	21 9%	8 5%	15 8%	1 1%	1 1%	* *	29 11%	4 1%	- -	- -
Hindu	23 1%	10 1%	13 1%	4 2%	8 2%	5 1%	- -	3 1%	3 1%	10 2%	8 1%	3 1%	2 *	- -	* 1%	2 1%	- -	2 1%	3 2%	- -	1 *	11 4%	3 1%	- -	1 2%
Jewish	23 1%	13 1%	9 1%	* *	6 2%	* *	1 *	6 2%	8 2%	6 1%	3 *	4 1%	9 2%	- -	* *	8 3%	- -	- -	- -	- -	2 1%	11 4%	2 1%	- -	- -
Sikh	8 *	6 1%	2 *	3 1%	3 1%	1 *	- -	2 1%	- -	5 1%	- -	3 1%	1 *	- -	- -	- -	3 2%	- -	2 1%	- -	- -	4 1%	- -	- -	- -
Buddhist	18 1%	8 1%	10 1%	5 2%	2 1%	4 1%	1 *	2 1%	3 1%	7 1%	3 *	3 1%	5 1%	2 1%	- -	1 1%	1 1%	- -	3 2%	- -	- -	8 3%	1 1%	- -	- -
Other	23 1%	8 1%	14 1%	1 *	4 1%	4 1%	4 1%	6 2%	4 1%	9 2%	6 1%	4 1%	4 1%	2 1%	- -	- -	3 2%	5 3%	- -	1 1%	2 1%	1 *	3 1%	5 3%	1 1%
None	948 45%	475 47%	470 44%	139 61%	187 52%	160 48%	178 49%	137 43%	148 30%	240 44%	298 49%	180 41%	229 46%	106 59%	41 48%	95 41%	80 46%	76 42%	73 48%	52 53%	98 51%	90 33%	146 51%	79 44%	11 19%
Prefer not to say	38 2%	20 2%	17 2%	11 5%	9 3%	8 3%	4 1%	4 1%	1 *	9 2%	11 2%	7 2%	12 2%	4 2%	- -	2 1%	5 3%	6 3%	2 1%	3 3%	2 1%	13 5%	2 1%	- -	- -

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 195

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Christian	927 44%	653 46%	263 41%	728 43%	199 48%	489 40%	437 39%	53 43%	64 39%	20 23%	308 62%	45 43%
NET: Other	177 8%	126 9%	47 7%	162 10%	16 4%	124 10%	113 10%	11 9%	9 5%	13 15%	21 4%	11 10%
Muslim	82 4%	53 4%	27 4%	79 5%	3 1%	63 5%	61 5%	2 2%	2 1%	8 9%	1 *	8 7%
Hindu	23 1%	17 1%	6 1%	21 1%	2 1%	14 1%	11 1%	3 3%	3 2%	2 2%	2 *	1 1%
Jewish	23 1%	19 1%	3 *	22 1%	1 *	12 1%	11 1%	1 1%	2 1%	* 1%	9 2%	- -
Sikh	8 *	8 1%	1 *	8 *	- -	6 1%	6 1%	- -	1 *	1 1%	- -	- -
Buddhist	18 1%	14 1%	3 1%	14 1%	4 1%	14 1%	11 1%	3 2%	- -	1 1%	3 1%	- -
Other	23 1%	15 1%	7 1%	18 1%	5 1%	14 1%	12 1%	2 2%	1 1%	1 1%	5 1%	2 2%
None	948 45%	617 43%	315 49%	754 45%	194 47%	598 48%	543 49%	55 45%	84 52%	51 58%	167 34%	49 46%
Prefer not to say	38 2%	22 2%	15 2%	32 2%	6 1%	26 2%	22 2%	4 3%	6 4%	4 5%	1 *	1 1%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 196

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Christian	927 44%	160 40%	20 36%	105 59%	203 43%	273 42%	159 50%	7 73%	1 13%	65 46%	860 44%	257 40%	79 38%	73 36%	105 46%	232 39%	138 44%	290 43%	221 45%	72 49%	31 53%	39 53%	3 35%	2 24%	132 41%
NET: Other	177 8%	36 9%	7 12%	10 6%	42 9%	59 9%	22 7%	-	1 6%	27 19%	146 8%	78 12%	14 7%	35 17%	29 13%	47 8%	29 9%	53 8%	54 11%	13 9%	6 11%	7 9%	* 4%	2 21%	14 4%
Muslim	82 4%	16 4%	4 7%	* *	24 5%	31 5%	6 2%	-	-	14 10%	65 3%	38 6%	7 3%	15 7%	16 7%	26 4%	17 5%	23 3%	20 4%	8 6%	5 9%	1 2%	* 4%	-	7 2%
Hindu	23 1%	6 1%	-	2 1%	3 1%	8 1%	6 2%	-	-	6 4%	17 1%	9 1%	2 1%	4 2%	3 1%	5 1%	1 *	10 1%	7 1%	1 1%	-	2 3%	-	-	2 1%
Jewish	23 1%	7 2%	3 5%	2 1%	3 1%	7 1%	2 1%	-	-	3 2%	20 1%	7 1%	2 1%	5 2%	1 *	5 1%	2 1%	10 1%	4 1%	1 *	1 2%	2 3%	-	* 5%	2 1%
Sikh	8 *	2 1%	-	-	2 *	2 *	3 1%	-	-	-	7 *	5 1%	2 1%	2 1%	2 1%	2 *	3 1%	-	5 1%	-	-	-	-	1 9%	-
Buddhist	18 1%	1 *	-	1 1%	8 2%	5 1%	3 1%	-	-	4 3%	14 1%	11 2%	-	6 3%	5 2%	3 *	5 1%	4 1%	9 2%	-	-	1 1%	-	-	-
Other	23 1%	4 1%	1 1%	5 3%	3 1%	6 1%	3 1%	-	1 6%	-	23 1%	8 1%	2 1%	3 1%	3 1%	6 1%	1 *	6 1%	10 2%	2 2%	-	1 1%	-	1 7%	3 1%
None	948 45%	191 48%	27 49%	63 35%	217 46%	309 47%	132 41%	3 27%	7 77%	45 32%	902 46%	289 45%	110 53%	92 45%	87 38%	309 52%	141 45%	316 47%	214 43%	58 40%	19 33%	26 36%	5 61%	4 55%	164 51%
Prefer not to say	38 2%	14 3%	1 3%	-	6 1%	11 2%	5 2%	-	* 5%	5 3%	31 2%	18 3%	5 3%	4 2%	9 4%	7 1%	7 2%	11 2%	5 1%	3 2%	1 2%	1 1%	-	-	10 3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 197

Which of the following best describes where you live?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Urban	1676	835	838	195	320	289	285	224	364	447	492	335	402	128	67	206	141	157	113	56	138	271	225	133	43
	80%	82%	79%	86%	89%	87%	78%	70%	74%	81%	81%	76%	81%	72%	78%	89%	81%	87%	75%	57%	71%	98%	79%	74%	73%
Urban - Population over 10,000	936	521	414	124	206	166	158	111	171	266	275	175	219	83	33	113	74	87	51	28	67	233	83	58	24
	45%	51%	39%	55%	57%	50%	43%	35%	35%	48%	46%	40%	44%	47%	39%	49%	43%	48%	34%	28%	34%	84%	29%	32%	41%
Town and Fringe	741	315	425	70	114	123	127	113	193	181	217	160	183	44	33	93	66	70	62	28	72	38	142	74	19
	35%	31%	40%	31%	32%	37%	35%	35%	40%	33%	36%	37%	37%	25%	39%	40%	38%	39%	41%	29%	37%	14%	50%	41%	32%
NET: Rural	415	184	228	32	40	44	79	95	125	103	112	103	96	50	19	26	33	23	38	42	56	5	60	47	16
	20%	18%	21%	14%	11%	13%	22%	30%	26%	19%	19%	24%	19%	28%	22%	11%	19%	13%	25%	43%	29%	2%	21%	26%	27%
Village	362	159	200	27	36	38	72	85	104	84	98	94	87	35	19	25	33	15	36	34	54	4	57	38	11
	17%	16%	19%	12%	10%	11%	20%	27%	21%	15%	16%	21%	17%	20%	22%	11%	19%	8%	24%	34%	28%	2%	20%	21%	19%
Hamlet & Isolated Dwelling	52	25	28	4	3	7	7	10	21	19	14	9	10	15	-	1	-	8	1	9	2	1	2	9	4
	3%	2%	3%	2%	1%	2%	2%	3%	4%	3%	2%	2%	2%	8%	-	*	-	5%	1%	9%	1%	*	1%	5%	7%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 198

Which of the following best describes where you live?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Urban	1676	1105	547	1676	-	1012	918	94	137	77	369	81
	80%	78%	85%	100%	-	82%	82%	77%	84%	87%	74%	77%
Urban - Population over 10,000	936	571	351	936	-	603	543	60	72	58	168	34
	45%	40%	55%	56%	-	49%	49%	49%	44%	66%	34%	32%
Town and Fringe	741	533	196	741	-	409	375	34	65	19	200	47
	35%	38%	31%	44%	-	33%	34%	28%	40%	21%	40%	44%
NET: Rural	415	314	93	-	415	224	197	28	26	11	128	25
	20%	22%	15%	-	100%	18%	18%	23%	16%	13%	26%	23%
Village	362	272	85	-	362	204	182	22	23	8	104	24
	17%	19%	13%	-	87%	16%	16%	18%	14%	9%	21%	22%
Hamlet & Isolated Dwelling	52	42	8	-	52	21	15	6	3	3	25	1
	3%	3%	1%	-	13%	2%	1%	5%	2%	3%	5%	1%

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Absolutes/col percents

Table 199

Which of the following best describes where you live?**Base: All respondents**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Urban	1676	378	52	114	383	528	213	4	5	104	1562	530	155	173	202	482	234	525	423	117	44	60	6	7	261
	80%	94%	93%	64%	82%	81%	67%	37%	53%	73%	81%	83%	75%	85%	88%	81%	74%	78%	86%	80%	76%	82%	77%	93%	81%
Urban - Population over 10,000	936	280	31	55	222	261	84	-	1	73	856	345	109	116	120	258	141	283	234	64	25	45	5	7	132
	45%	70%	56%	31%	47%	40%	26%	-	11%	52%	44%	54%	52%	57%	52%	43%	45%	42%	47%	44%	43%	62%	61%	88%	41%
Town and Fringe	741	98	21	59	161	267	129	4	4	31	707	185	46	57	82	224	93	242	189	53	20	14	1	*	129
	35%	24%	37%	33%	34%	41%	40%	37%	42%	22%	36%	29%	22%	28%	36%	38%	30%	36%	38%	36%	34%	20%	15%	4%	40%
NET: Rural	415	23	4	64	85	122	106	6	4	38	377	112	53	30	29	113	80	144	71	29	14	13	2	1	60
	20%	6%	7%	36%	18%	19%	33%	63%	47%	27%	19%	17%	25%	15%	12%	19%	26%	22%	14%	20%	24%	18%	23%	7%	19%
Village	362	21	4	54	82	109	85	3	4	29	333	96	43	28	25	108	62	138	59	24	14	9	-	1	56
	17%	5%	7%	30%	18%	17%	27%	36%	47%	20%	17%	15%	21%	14%	11%	18%	20%	21%	12%	16%	24%	13%	-	7%	17%
Hamlet & Isolated Dwelling	52	2	-	10	3	14	21	3	-	9	43	16	10	2	4	5	19	6	13	5	-	4	2	-	4
	3%	1%	-	6%	1%	2%	7%	27%	-	6%	2%	2%	5%	1%	2%	1%	6%	1%	3%	4%	-	5%	23%	-	1%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 200

Please indicate which of the following best describes your current working status.

Base: All respondents

	Gender		Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Working	1237	661	572	135	306	282	295	170	50	347	376	299	215	97	52	139	105	108	86	63	110	188	158	91	40
	59%	65%	54%	60%	85%	85%	81%	53%	10%	63%	62%	68%	43%	55%	60%	60%	61%	60%	57%	65%	56%	68%	55%	50%	69%
NET: Employed	1114	593	520	128	293	250	264	143	35	317	341	268	190	86	48	127	102	99	75	55	101	168	139	78	37
	53%	58%	49%	57%	82%	75%	73%	45%	7%	58%	56%	61%	38%	48%	56%	55%	59%	55%	50%	56%	61%	49%	43%	64%	
Working full time - working 30 hours per week or more	922	528	393	110	254	223	217	103	15	273	286	225	138	70	46	110	81	84	62	41	85	144	101	64	34
	44%	52%	37%	49%	71%	67%	60%	32%	3%	50%	47%	51%	28%	40%	53%	47%	46%	47%	41%	42%	44%	52%	35%	35%	58%
Working part-time - working between 8 and 29 hours per week	192	65	127	18	39	28	47	40	20	44	55	43	51	15	3	17	21	15	12	14	15	24	39	14	3
	9%	6%	12%	8%	11%	8%	13%	13%	4%	8%	9%	10%	10%	9%	3%	7%	12%	8%	8%	14%	8%	9%	14%	8%	6%
NET: Self-employed	122	69	52	6	13	32	30	27	14	30	35	32	25	11	3	12	3	9	11	9	9	20	18	13	3
	6%	7%	5%	3%	4%	10%	8%	8%	3%	6%	6%	7%	5%	6%	4%	5%	2%	5%	8%	9%	4%	7%	6%	7%	4%
Self-employed - working 30 hours per week or more	75	49	24	1	8	22	22	16	6	16	20	25	14	7	3	5	1	6	6	4	6	13	13	9	2
	4%	5%	2%	*	2%	7%	6%	5%	1%	3%	3%	6%	3%	4%	3%	2%	*	3%	4%	4%	3%	5%	4%	5%	4%
Self-employed - working between 8 and 29 hours per week	48	20	28	6	4	10	9	11	9	14	15	7	11	4	1	7	3	3	5	4	2	8	6	4	*
	2%	2%	3%	3%	1%	3%	2%	3%	2%	3%	2%	2%	2%	2%	1%	3%	2%	2%	4%	4%	1%	3%	2%	2%	1%
NET: Not working	854	358	495	92	53	51	70	150	439	203	228	139	284	81	34	93	68	72	64	35	85	88	127	89	18
	41%	35%	46%	40%	15%	15%	19%	47%	90%	37%	38%	32%	57%	45%	40%	40%	39%	40%	43%	35%	44%	32%	45%	50%	31%
Not working but seeking work or temporarily unemployed or sick	72	40	32	10	15	11	16	16	4	7	7	9	50	9	2	7	5	9	6	3	6	10	8	6	1
	3%	4%	3%	4%	4%	3%	4%	5%	1%	1%	1%	2%	10%	5%	3%	3%	3%	5%	4%	3%	3%	4%	3%	3%	2%
Not working and not seeking work	91	47	44	6	8	13	25	35	4	4	10	8	68	10	3	16	6	5	8	3	8	12	13	7	*
	4%	5%	4%	3%	2%	4%	7%	11%	1%	1%	2%	2%	14%	6%	3%	7%	3%	3%	5%	3%	4%	4%	4%	4%	1%
Student	88	33	55	74	7	5	2	1	-	23	44	9	12	11	5	6	10	5	9	5	5	12	13	7	1
	4%	3%	5%	33%	2%	2%	*	*	-	4%	7%	2%	2%	6%	6%	3%	6%	3%	6%	5%	3%	4%	5%	4%	2%
Retired on a state pension only	108	28	79	-	-	-	-	-	108	7	15	15	70	10	2	12	14	8	6	1	9	12	16	13	5
	5%	3%	7%	-	-	-	-	-	22%	1%	3%	3%	14%	6%	2%	5%	8%	4%	4%	1%	5%	4%	6%	7%	9%

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ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 200

Please indicate which of the following best describes your current working status.

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Retired with a private pension	389 19%	205 20%	184 17%	- -	- -	1 *	3 1%	67 21%	318 65%	148 27%	136 22%	72 16%	35 7%	33 19%	17 20%	42 18%	26 15%	34 19%	24 16%	18 18%	43 22%	36 13%	60 21%	47 26%	8 14%
House person, housewife, househusband, etc.	106 5%	5 *	100 9%	2 1%	23 6%	21 6%	24 7%	30 9%	6 1%	14 3%	17 3%	27 6%	49 10%	7 4%	5 6%	11 5%	7 4%	11 6%	12 8%	5 5%	14 7%	5 2%	17 6%	9 5%	3 4%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 201

Please indicate which of the following best describes your current working status.

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
NET: Working	1237	822	396	1012	224	1237	1114	122	-	-	-	-
	59%	58%	62%	60%	54%	100%	100%	100%	-	-	-	-
NET: Employed	1114	736	361	918	197	1114	1114	-	-	-	-	-
	53%	52%	56%	55%	47%	90%	100%	-	-	-	-	-
Working full time - working 30 hours per week or more	922	612	295	769	153	922	922	-	-	-	-	-
	44%	43%	46%	46%	37%	75%	83%	-	-	-	-	-
Working part-time - working between 8 and 29 hours per week	192	124	66	149	44	192	192	-	-	-	-	-
	9%	9%	10%	9%	11%	16%	17%	-	-	-	-	-
NET: Self-employed	122	86	35	94	28	122	-	122	-	-	-	-
	6%	6%	6%	6%	7%	10%	-	100%	-	-	-	-
Self-employed - working 30 hours per week or more	75	54	21	57	17	75	-	75	-	-	-	-
	4%	4%	3%	3%	4%	6%	-	61%	-	-	-	-
Self-employed - working between 8 and 29 hours per week	48	32	14	37	10	48	-	48	-	-	-	-
	2%	2%	2%	2%	3%	4%	-	39%	-	-	-	-
NET: Not working	854	597	244	664	190	-	-	-	163	88	497	106
	41%	42%	38%	40%	46%	-	-	-	100%	100%	100%	100%
Not working but seeking work or temporarily unemployed or sick	72	30	39	62	11	-	-	-	72	-	-	-
	3%	2%	6%	4%	3%	-	-	-	44%	-	-	-
Not working and not seeking work	91	42	48	76	15	-	-	-	91	-	-	-
	4%	3%	7%	5%	4%	-	-	-	56%	-	-	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 201

Please indicate which of the following best describes your current working status.

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Student	88 4%	39 3%	43 7%	77 5%	11 3%	-	-	-	-	88 100%	-	-
Retired on a state pension only	108 5%	72 5%	34 5%	79 5%	29 7%	-	-	-	-	-	108 22%	-
Retired with a private pension	389 19%	348 25%	40 6%	290 17%	99 24%	-	-	-	-	-	389 78%	-
House person, housewife, househusband, etc.	106 5%	66 5%	40 6%	81 5%	25 6%	-	-	-	-	-	-	106 100%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 202

Please indicate which of the following best describes your current working status.

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Working	1237	274	39	75	290	392	162	1	2	110	1120	642	208	204	230	595	175	398	305	92	36	50	2	5	174
	59%	68%	71%	42%	62%	60%	51%	13%	24%	78%	58%	100%	100%	100%	100%	100%	55%	59%	62%	63%	63%	69%	31%	60%	54%
NET: Employed	1114	251	36	64	265	359	137	1	2	92	1015	550	156	181	213	564	149	361	279	85	35	38	1	4	162
	53%	63%	65%	36%	57%	55%	43%	13%	24%	65%	52%	86%	75%	89%	92%	95%	47%	54%	56%	58%	61%	52%	16%	51%	50%
Working full time - working 30 hours per week or more	922	208	30	51	216	306	111	-	-	82	834	479	135	160	185	443	121	310	238	61	31	29	1	3	128
	44%	52%	54%	29%	46%	47%	35%	-	-	58%	43%	75%	65%	78%	80%	74%	39%	46%	48%	42%	53%	40%	12%	44%	40%
Working part-time - working between 8 and 29 hours per week	192	43	6	12	49	53	26	1	2	10	181	71	21	21	28	122	28	52	41	24	5	9	*	1	34
	9%	11%	11%	7%	10%	8%	8%	13%	24%	7%	9%	11%	10%	10%	12%	20%	9%	8%	8%	16%	8%	12%	4%	7%	10%
NET: Self-employed	122	23	3	12	25	34	25	-	-	18	104	91	51	23	17	31	26	36	26	7	1	12	1	1	13
	6%	6%	6%	7%	5%	5%	8%	-	-	13%	5%	14%	25%	11%	8%	5%	8%	5%	5%	5%	2%	17%	15%	9%	4%
Self-employed - working 30 hours per week or more	75	15	1	8	15	20	15	-	-	12	62	50	31	11	9	24	18	19	18	4	1	8	-	-	7
	4%	4%	2%	4%	3%	3%	5%	-	-	9%	3%	8%	15%	5%	4%	4%	6%	3%	4%	3%	2%	11%	-	-	2%
Self-employed - working between 8 and 29 hours per week	48	8	2	4	11	14	10	-	-	6	42	41	20	12	9	7	8	17	8	2	-	4	1	1	6
	2%	2%	4%	2%	2%	2%	3%	-	-	4%	2%	6%	10%	6%	4%	1%	3%	3%	2%	2%	-	6%	15%	9%	2%
NET: Not working	854	127	16	103	178	258	157	8	7	31	819	-	-	-	-	-	140	272	189	54	22	23	5	3	146
	41%	32%	29%	58%	38%	40%	49%	87%	76%	22%	42%	-	-	-	-	-	45%	41%	38%	37%	37%	31%	69%	40%	46%
Not working but seeking work or temporarily unemployed or sick	72	19	2	5	17	25	5	-	1	2	69	-	-	-	-	-	10	17	16	6	1	3	-	2	18
	3%	5%	3%	3%	4%	4%	1%	-	6%	1%	4%	-	-	-	-	-	3%	3%	3%	4%	1%	4%	-	24%	5%
Not working and not seeking work	91	25	3	8	17	30	7	-	1	2	89	-	-	-	-	-	15	36	17	4	3	2	2	1	11
	4%	6%	5%	4%	4%	5%	2%	-	13%	2%	5%	-	-	-	-	-	5%	5%	3%	3%	5%	3%	20%	9%	4%
Student	88	27	1	3	10	27	19	-	*	2	85	-	-	-	-	-	7	10	19	13	4	4	-	1	30
	4%	7%	3%	2%	2%	4%	6%	-	5%	1%	4%	-	-	-	-	-	2%	1%	4%	9%	7%	6%	-	7%	9%
Retired on a state pension only	108	14	1	22	25	24	19	3	-	1	107	-	-	-	-	-	16	31	24	11	4	5	1	-	17
	5%	3%	2%	12%	5%	4%	6%	28%	-	1%	5%	-	-	-	-	-	5%	5%	5%	7%	6%	8%	8%	-	5%

Openreach Consumer Poll
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Absolutes/col percents

Table 202

Please indicate which of the following best describes your current working status.

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Retired with a private pension	389 19%	33 8%	8 14%	60 33%	74 16%	116 18%	90 28%	6 59%	5 52%	19 13%	371 19%	-	-	-	-	-	71 23%	142 21%	92 19%	15 10%	8 13%	7 9%	3 34%	-	53 16%
House person, housewife, househusband, etc.	106 5%	10 2%	1 2%	5 3%	35 7%	37 6%	18 6%	-	-	5 4%	100 5%	-	-	-	-	-	20 6%	36 5%	22 5%	5 3%	2 4%	1 2%	1 8%	-	19 6%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 203

Do you work in any of the following occupations?**Base: All respondents who work**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	1200	636	561	130	312	264	275	172	47	319	365	313	203	91	48	129	102	105	84	65	104	194	155	80	43
Weighted base	1237	661	572	135	306	282	295	170	50	347	376	299	215	97	52	139	105	108	86	63	110	188	158	91	40
NET: Public Sector	370	169	201	38	99	77	93	56	7	112	139	74	45	30	25	48	39	24	24	17	37	48	37	25	16
	30%	26%	35%	28%	32%	27%	31%	33%	15%	32%	37%	25%	21%	31%	49%	34%	37%	22%	28%	27%	34%	26%	23%	27%	39%
A nationalised industry/state corporation	42	30	12	8	12	10	9	2	-	11	3	13	16	2	3	5	2	3	2	-	7	14	1	-	2
	3%	5%	2%	6%	4%	4%	3%	1%	-	3%	1%	4%	7%	2%	6%	4%	2%	3%	3%	-	6%	7%	1%	-	6%
Central government or civil service (including Courts service and Bank of England)	49	29	20	9	12	8	11	8	-	26	17	5	2	3	2	6	9	2	5	5	-	7	4	4	1
	4%	4%	3%	7%	4%	3%	4%	5%	-	7%	4%	2%	1%	3%	4%	4%	9%	2%	6%	9%	-	4%	3%	5%	2%
Local government or council (including fire services, police and local authority controlled schools/colleges)	124	54	70	6	29	27	36	23	2	38	56	22	8	11	10	20	10	9	4	5	16	12	16	5	6
	10%	8%	12%	4%	9%	10%	12%	14%	5%	11%	15%	7%	4%	12%	19%	14%	9%	8%	5%	8%	15%	6%	10%	6%	14%
A university, or other grant funded establishment (include opted-out schools)	36	15	21	2	14	6	8	6	-	8	18	6	4	4	*	7	5	1	4	-	6	4	3	1	-
	3%	2%	4%	1%	5%	2%	3%	3%	-	2%	5%	2%	2%	4%	1%	5%	5%	1%	4%	-	6%	2%	2%	1%	-
A health authority or NHS Trust	94	28	65	10	25	20	22	14	3	22	37	23	12	8	7	7	11	5	6	6	7	9	12	11	4
	8%	4%	11%	7%	8%	7%	7%	8%	6%	6%	10%	8%	6%	9%	14%	5%	11%	4%	6%	10%	7%	5%	8%	12%	11%
The armed forces	2	2	-	-	2	-	-	-	-	-	-	2	-	-	1	-	-	-	1	-	-	-	-	-	-
	*	*	-	-	1%	-	-	-	-	-	-	1%	-	-	2%	-	-	-	1%	-	-	-	-	-	-
Other public sector occupation (Please specify as much detail as possible)	24	10	14	3	5	6	6	3	2	7	10	5	2	2	2	3	2	3	3	-	1	2	1	3	2
	2%	2%	2%	2%	1%	2%	2%	2%	4%	2%	3%	2%	1%	2%	3%	2%	2%	3%	4%	-	1%	1%	1%	4%	6%
NET: Private Sector	866	493	371	96	208	205	202	113	42	235	237	225	170	67	26	91	66	84	62	46	72	140	121	66	24
	70%	74%	65%	72%	68%	73%	69%	67%	85%	68%	63%	75%	79%	69%	51%	66%	63%	78%	72%	73%	66%	74%	77%	73%	61%

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Absolutes/col percents

Table 203

Do you work in any of the following occupations?**Base: All respondents who work**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	1237	661	572	135	306	282	295	170	50	347	376	299	215	97	52	139	105	108	86	63	110	188	158	91	40
A charity, voluntary organisation or trust	45 4%	15 2%	30 5%	3 2%	11 4%	13 5%	7 2%	8 5%	2 5%	12 3%	21 6%	6 2%	6 3%	7 7%	-	4 3%	4 4%	2 2%	1 2%	4 6%	2 2%	11 6%	6 4%	3 3%	-
Self-employed (Private sector)	164 13%	99 15%	63 11%	10 7%	27 9%	42 15%	39 13%	32 19%	14 27%	43 12%	41 11%	44 15%	36 17%	10 10%	4 7%	16 12%	9 9%	14 13%	15 18%	12 19%	10 10%	32 17%	25 16%	13 15%	2 6%
None of the above/ I work in the Private sector	658 53%	379 57%	278 49%	83 62%	170 55%	150 53%	156 53%	73 43%	26 53%	180 52%	174 46%	176 59%	128 60%	50 52%	23 44%	71 51%	53 50%	67 62%	45 52%	30 47%	59 54%	97 51%	90 57%	50 55%	22 55%

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Absolutes/col percents

Table 204

Do you work in any of the following occupations?**Base: All respondents who work**

	Property ownership		Urban/rural		Working status							House person, housewife, husband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	1200	695	477	990	210	1200	1065	135	-	-	-	-
Weighted base	1237	822	396	1012	224	1237	1114	122	-	-	-	-
NET: Public Sector	370	267	100	303	67	370	368	2	-	-	-	-
	30%	32%	25%	30%	30%	30%	33%	2%	-	-	-	-
A nationalised industry/state corporation	42	27	14	39	3	42	41	1	-	-	-	-
	3%	3%	3%	4%	1%	3%	4%	1%	-	-	-	-
Central government or civil service (including Courts service and Bank of England)	49	36	10	42	7	49	49	-	-	-	-	-
	4%	4%	3%	4%	3%	4%	4%	-	-	-	-	-
Local government or council (including fire services, police and local authority controlled schools/colleges)	124	98	26	94	30	124	122	2	-	-	-	-
	10%	12%	7%	9%	13%	10%	11%	1%	-	-	-	-
A university, or other grant funded establishment (include opted-out schools)	36	22	14	28	8	36	36	-	-	-	-	-
	3%	3%	4%	3%	4%	3%	3%	-	-	-	-	-
A health authority or NHS Trust	94	64	29	77	17	94	94	-	-	-	-	-
	8%	8%	7%	8%	7%	8%	8%	-	-	-	-	-
The armed forces	2	1	1	1	1	2	2	-	-	-	-	-
	*	*	*	*	*	*	*	-	-	-	-	-
Other public sector occupation (Please specify as much detail as possible)	24	18	6	21	3	24	24	-	-	-	-	-
	2%	2%	1%	2%	1%	2%	2%	-	-	-	-	-

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Absolutes/col percents

Table 204

Do you work in any of the following occupations?**Base: All respondents who work**

	Property ownership		Urban/rural		Working status							
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	House person, housewife, husband etc.
Weighted base	1237	822	396	1012	224	1237	1114	122	-	-	-	-
NET: Private Sector	866	555	296	709	157	866	746	120	-	-	-	-
	70%	68%	75%	70%	70%	70%	67%	98%	-	-	-	-
A charity, voluntary organisation or trust	45	26	18	36	9	45	45	*	-	-	-	-
	4%	3%	5%	4%	4%	4%	4%	*	-	-	-	-
Self-employed (Private sector)	164	111	51	129	35	164	52	111	-	-	-	-
	13%	13%	13%	13%	16%	13%	5%	91%	-	-	-	-
None of the above/ I work in the Private sector	658	418	227	545	113	658	649	8	-	-	-	-
	53%	51%	57%	54%	50%	53%	58%	7%	-	-	-	-

Openreach Consumer Poll

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Absolutes/col percents

Table 205

Do you work in any of the following occupations?**Base: All respondents who work**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	1200	293	38	68	281	360	155	2	3	93	1102	609	203	183	223	591	170	376	293	93	31	49	4	5	179
Weighted base	1237	274	39	75	290	392	162	1	2	110	1120	642	208	204	230	595	175	398	305	92	36	50	2	5	174
NET: Public Sector	370	74	8	23	88	126	49	1	-	35	335	201	61	57	83	169	53	120	87	31	9	7	1	4	58
	30%	27%	21%	31%	30%	32%	31%	68%	-	32%	30%	31%	29%	28%	36%	28%	30%	30%	29%	34%	26%	15%	51%	85%	33%
A nationalised industry/state corporation	42	10	3	1	11	14	2	-	-	4	37	22	4	8	10	20	8	14	13	3	-	3	-	-	*
	3%	4%	8%	2%	4%	4%	1%	-	-	4%	3%	3%	2%	4%	4%	3%	5%	4%	4%	4%	-	6%	-	-	*
Central government or civil service (including Courts service and Bank of England)	49	14	2	5	8	15	5	-	-	7	41	39	15	10	14	10	9	15	12	5	-	*	-	2	6
	4%	5%	5%	6%	3%	4%	3%	-	-	7%	4%	6%	7%	5%	6%	2%	5%	4%	4%	6%	-	1%	-	34%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	124	19	2	7	28	48	20	-	-	14	110	74	24	20	30	50	16	40	31	10	6	1	-	1	19
	10%	7%	4%	10%	10%	12%	13%	-	-	12%	10%	12%	11%	10%	13%	8%	9%	10%	10%	11%	15%	3%	-	12%	11%
A university, or other grant funded establishment (include opted-out schools)	36	8	1	4	3	17	3	-	-	3	33	18	5	9	5	17	6	10	5	4	2	-	-	-	10
	3%	3%	4%	5%	1%	4%	2%	-	-	3%	3%	3%	3%	4%	2%	3%	3%	3%	1%	5%	5%	-	-	-	5%
A health authority or NHS Trust	94	17	-	5	32	24	15	-	-	4	90	41	11	8	22	53	14	28	25	8	2	1	1	-	15
	8%	6%	-	7%	11%	6%	9%	-	-	4%	8%	6%	5%	4%	10%	9%	8%	7%	8%	9%	5%	3%	51%	-	9%
The armed forces	2	-	-	-	-	2	-	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	1%	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
Other public sector occupation (Please specify as much detail as possible)	24	6	-	1	6	6	4	1	-	1	24	6	2	2	2	18	1	11	2	1	*	1	-	2	6
	2%	2%	-	1%	2%	2%	3%	68%	-	1%	2%	1%	1%	1%	1%	3%	*	3%	1%	1%	1%	3%	-	39%	4%
NET: Private Sector	866	200	31	52	202	266	112	*	2	75	784	441	147	147	147	426	122	278	218	60	27	43	1	1	117
	70%	73%	79%	69%	70%	68%	69%	32%	100%	68%	70%	69%	71%	72%	64%	72%	70%	70%	71%	66%	74%	85%	49%	15%	67%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 205

Do you work in any of the following occupations?**Base: All respondents who work**

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	1237	274	39	75	290	392	162	1	2	110	1120	642	208	204	230	595	175	398	305	92	36	50	2	5	174
A charity, voluntary organisation or trust	45 4%	20 7%	-	-	9 3%	12 3%	4 2%	-	1 37%	1 1%	44 4%	30 5%	3 1%	8 4%	19 8%	16 3%	8 5%	13 3%	13 4%	2 2%	2 4%	*	-	-	7 4%
Self-employed (Private sector)	164 13%	33 12%	7 18%	17 23%	31 11%	44 11%	31 19%	-	-	27 24%	136 12%	115 18%	53 26%	37 18%	24 11%	49 8%	26 15%	46 12%	41 13%	10 11%	2 7%	19 39%	1 49%	*	17 10%
None of the above/ I work in the Private sector	658 53%	148 54%	24 61%	35 46%	162 56%	210 54%	77 48%	*	1 63%	47 43%	605 54%	296 46%	90 44%	102 50%	104 45%	361 61%	87 50%	219 55%	164 54%	48 53%	23 63%	23 45%	-	*	93 53%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 206

Do you have any children aged 18 or under? If so, how old are they?**Base: All respondents**

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
No children aged 18 or under	1546	736	807	195	219	135	227	290	480	418	475	291	363	136	60	166	134	120	113	71	147	197	225	146	33
	74%	72%	76%	86%	61%	40%	62%	91%	98%	76%	79%	66%	73%	76%	70%	71%	77%	67%	75%	72%	76%	71%	79%	81%	56%
NET: Yes	532	275	254	25	140	194	137	27	8	129	126	147	130	42	26	66	39	57	37	27	47	75	60	30	26
	25%	27%	24%	11%	39%	58%	38%	8%	2%	23%	21%	34%	26%	24%	30%	28%	22%	32%	25%	28%	24%	27%	21%	17%	44%
NET: Any 5-18	433	224	207	3	94	165	137	26	8	94	105	125	108	35	24	47	35	40	27	26	42	59	53	23	23
	21%	22%	19%	1%	26%	49%	38%	8%	2%	17%	17%	29%	22%	20%	28%	20%	20%	22%	18%	26%	22%	21%	19%	13%	39%
NET: Any 11-18	292	150	140	-	43	100	120	21	8	51	73	84	83	21	19	30	26	23	17	20	25	40	36	15	18
	14%	15%	13%	-	12%	30%	33%	7%	2%	9%	12%	19%	17%	12%	22%	13%	15%	13%	12%	21%	13%	14%	13%	8%	31%
Yes - children aged under 5 years old	181	92	88	24	93	59	4	1	-	55	36	49	41	10	3	34	10	26	16	5	16	26	16	10	9
	9%	9%	8%	10%	26%	18%	1%	*	-	10%	6%	11%	8%	6%	3%	15%	6%	14%	11%	5%	8%	9%	5%	6%	16%
Yes - children aged 5 to 10 years old	233	129	104	3	68	115	40	7	1	60	52	74	48	20	8	29	18	22	14	12	25	35	29	14	7
	11%	13%	10%	1%	19%	35%	11%	2%	*	11%	9%	17%	10%	11%	10%	12%	10%	12%	9%	13%	13%	13%	10%	8%	12%
Yes - children aged 11 to 15 years old	223	109	113	-	40	90	79	11	4	41	50	67	65	17	19	23	19	15	15	16	18	28	29	10	15
	11%	11%	11%	-	11%	27%	22%	3%	1%	7%	8%	15%	13%	10%	22%	10%	11%	8%	10%	16%	9%	10%	10%	5%	25%
Yes - children aged 16 to 18 years old	117	58	58	-	4	26	68	14	5	18	32	30	37	4	2	14	13	13	7	6	10	22	14	6	6
	6%	6%	5%	-	1%	8%	19%	4%	1%	3%	5%	7%	7%	2%	2%	6%	7%	7%	5%	6%	5%	8%	5%	3%	10%
Refused	13	8	6	6	*	4	-	2	1	4	3	*	6	-	-	*	1	3	1	-	-	4	-	4	-
	1%	1%	1%	3%	*	1%	-	1%	*	1%	1%	*	1%	-	-	*	1%	2%	1%	-	-	2%	-	2%	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 207

Do you have any children aged 18 or under? If so, how old are they?**Base: All respondents**

	Property ownership		Urban/rural		Working status							House person, housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
No children aged 18 or under	1546 74%	1070 75%	446 70%	1209 72%	337 81%	785 63%	704 63%	81 66%	142 87%	79 89%	492 99%	48 45%
NET: Yes	532 25%	341 24%	190 30%	454 27%	78 19%	444 36%	405 36%	39 32%	20 12%	6 7%	4 1%	57 54%
NET: Any 5-18	433 21%	274 19%	158 25%	367 22%	66 16%	361 29%	324 29%	36 30%	17 11%	4 5%	4 1%	46 44%
NET: Any 11-18	292 14%	188 13%	104 16%	242 14%	50 12%	239 19%	208 19%	30 25%	14 9%	2 2%	3 1%	33 31%
Yes - children aged under 5 years old	181 9%	112 8%	68 11%	163 10%	18 4%	151 12%	144 13%	8 6%	5 3%	3 4%	- -	21 20%
Yes - children aged 5 to 10 years old	233 11%	145 10%	87 14%	204 12%	29 7%	197 16%	180 16%	17 14%	5 3%	2 3%	* *	28 27%
Yes - children aged 11 to 15 years old	223 11%	139 10%	84 13%	186 11%	37 9%	187 15%	164 15%	23 19%	9 5%	1 1%	1 *	25 24%
Yes - children aged 16 to 18 years old	117 6%	84 6%	33 5%	96 6%	21 5%	91 7%	79 7%	12 10%	8 5%	2 2%	2 *	14 13%
Refused	13 1%	8 1%	5 1%	13 1%	- -	7 1%	6 *	2 2%	1 1%	3 4%	1 *	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 208

Do you have any children aged 18 or under? If so, how old are they?**Base: All respondents**

	Type of property										Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349		
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321		
No children aged 18 or under	1546 74%	321 80%	36 64%	150 84%	324 69%	457 70%	241 76%	10 100%	8 92%	81 57%	1457 75%	408 64%	141 68%	127 63%	140 61%	377 63%	244 78%	486 73%	358 73%	104 71%	44 76%	53 74%	7 88%	7 95%	242 76%		
NET: Yes	532 25%	78 20%	19 35%	29 16%	141 30%	187 29%	76 24%	-	1 8%	59 42%	471 24%	228 36%	64 31%	76 37%	88 38%	216 36%	70 22%	181 27%	134 27%	40 28%	14 24%	17 24%	1 12%	*	74 23%		
NET: Any 5-18	433 21%	64 16%	12 22%	23 13%	124 26%	150 23%	59 19%	-	1 8%	47 33%	384 20%	181 28%	52 25%	57 28%	72 31%	180 30%	57 18%	147 22%	110 22%	29 20%	10 17%	13 18%	*	*	66 20%		
NET: Any 11-18	292 14%	34 8%	10 19%	16 9%	82 17%	103 16%	46 14%	-	1 8%	31 22%	260 13%	108 17%	35 17%	30 15%	44 19%	130 22%	34 11%	105 16%	71 14%	23 16%	6 10%	8 11%	-	*	45 14%		
Yes - children aged under 5 years old	181 9%	25 6%	8 14%	10 6%	43 9%	70 11%	25 8%	-	-	23 16%	158 8%	80 13%	14 7%	36 18%	30 13%	71 12%	22 7%	59 9%	45 9%	17 12%	6 11%	6 8%	1 8%	-	24 8%		
Yes - children aged 5 to 10 years old	233 11%	40 10%	7 13%	13 7%	72 15%	74 11%	27 8%	-	-	22 16%	211 11%	103 16%	23 11%	37 18%	42 18%	94 16%	33 10%	76 11%	64 13%	14 9%	5 9%	9 12%	*	-	32 10%		
Yes - children aged 11 to 15 years old	223 11%	27 7%	8 14%	13 7%	64 14%	75 11%	36 11%	-	1 8%	23 16%	200 10%	82 13%	27 13%	23 12%	31 14%	105 18%	28 9%	85 13%	52 11%	15 10%	4 6%	5 7%	-	*	34 10%		
Yes - children aged 16 to 18 years old	117 6%	11 3%	4 8%	3 2%	31 7%	48 7%	18 6%	-	-	15 10%	101 5%	45 7%	16 8%	12 6%	18 8%	45 8%	11 3%	42 6%	24 5%	11 7%	3 4%	4 5%	-	-	23 7%		
Refused	13 1%	1 *	* 1%	-	4 1%	6 1%	2 1%	-	-	1 1%	11 1%	5 1%	3 1%	-	3 1%	2 *	1 *	3 *	2 *	1 1%	-	2 3%	-	-	4 1%		

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 209
Which of the following ITV regions do you live in?
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Anglia	178 9%	90 9%	88 8%	20 9%	35 10%	31 9%	24 7%	29 9%	39 8%	32 6%	56 9%	29 7%	61 12%	-	-	-	-	1 1%	22 15%	-	147 76%	-	7 2%	-	-
Border	23 1%	7 1%	16 1%	2 1%	7 2%	1 *	3 1%	3 1%	8 2%	6 1%	5 1%	3 1%	8 2%	10 5%	-	14 6%	-	-	-	-	-	-	-	-	-
Central	277 13%	146 14%	127 12%	30 13%	66 18%	33 10%	53 15%	36 11%	58 12%	72 13%	80 13%	62 14%	62 12%	3 2%	-	1 1%	-	166 92%	102 67%	-	-	-	1 *	3 2%	-
Granada	219 10%	110 11%	108 10%	16 7%	43 12%	37 11%	38 10%	29 9%	56 12%	46 8%	66 11%	43 10%	64 13%	-	2 2%	210 90%	-	1 1%	1 1%	2 2%	1 1%	-	*	-	1 2%
London	423 20%	194 19%	227 21%	55 24%	61 17%	64 19%	77 21%	71 22%	95 19%	129 23%	124 20%	85 19%	86 17%	-	2 3%	-	-	1 *	1 1%	-	45 23%	276 100%	97 34%	*	1 2%
Meridian	208 10%	104 10%	104 10%	22 10%	33 9%	28 9%	34 9%	30 10%	61 12%	59 11%	57 10%	44 10%	47 10%	-	-	1 *	-	1 *	1 1%	-	-	-	178 63%	28 15%	-
STV	166 8%	87 8%	79 7%	20 9%	24 7%	39 12%	25 7%	21 7%	36 7%	49 9%	39 6%	34 8%	44 9%	165 93%	-	-	-	-	-	-	-	-	1 *	-	-
Tyne Tees	81 4%	42 4%	38 4%	12 5%	6 2%	17 5%	15 4%	13 4%	19 4%	10 2%	34 6%	16 4%	22 4%	-	81 94%	-	-	-	-	-	-	-	-	-	-
Wales	96 5%	42 4%	54 5%	9 4%	19 5%	17 5%	17 5%	17 5%	16 3%	23 4%	27 5%	27 6%	19 4%	-	-	-	-	-	-	96 97%	-	-	-	-	-
West	69 3%	34 3%	35 3%	7 3%	14 4%	13 4%	11 3%	10 3%	14 3%	12 2%	22 4%	20 5%	15 3%	-	-	7 3%	-	9 5%	-	-	-	-	-	53 30%	-
Westcountry	96 5%	45 4%	51 5%	6 3%	11 3%	12 4%	20 6%	19 6%	27 6%	28 5%	27 5%	24 5%	17 3%	-	-	-	1 *	-	1 1%	-	-	-	-	95 53%	-
Yorkshire	199 10%	89 9%	110 10%	25 11%	31 9%	31 9%	34 9%	28 9%	50 10%	63 11%	50 8%	43 10%	43 9%	-	1 1%	-	174 100%	-	24 16%	-	1 *	-	-	-	-
UTV	56 3%	27 3%	29 3%	3 1%	9 2%	10 3%	13 4%	12 4%	10 2%	21 4%	16 3%	8 2%	11 2%	-	-	-	-	-	-	-	-	-	-	-	56 96%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 210
Which of the following ITV regions do you live in?
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Anglia	178 9%	129 9%	44 7%	128 8%	50 12%	106 9%	100 9%	6 5%	14 9%	6 6%	38 8%	13 13%
Border	23 1%	19 1%	4 1%	17 1%	6 1%	11 1%	10 1%	1 1%	2 1%	-	7 1%	4 4%
Central	277 13%	183 13%	90 14%	221 13%	56 13%	166 13%	148 13%	18 15%	23 14%	8 10%	59 12%	21 19%
Granada	219 10%	150 11%	65 10%	193 12%	26 6%	127 10%	114 10%	12 10%	23 14%	6 7%	54 11%	9 9%
London	423 20%	263 19%	155 24%	392 23%	31 8%	263 21%	233 21%	30 24%	33 20%	21 24%	92 18%	14 13%
Meridian	208 10%	147 10%	59 9%	160 10%	48 12%	116 9%	104 9%	13 10%	13 8%	7 8%	62 13%	10 9%
STV	166 8%	92 6%	68 11%	121 7%	45 11%	93 8%	80 7%	13 10%	17 10%	11 12%	39 8%	6 5%
Tyne Tees	81 4%	47 3%	32 5%	63 4%	18 4%	49 4%	47 4%	2 1%	5 3%	3 3%	19 4%	5 5%
Wales	96 5%	69 5%	24 4%	55 3%	41 10%	62 5%	53 5%	9 7%	6 4%	5 5%	19 4%	4 4%
West	69 3%	56 4%	14 2%	57 3%	12 3%	39 3%	37 3%	2 2%	4 3%	5 5%	17 3%	4 4%
Westcountry	96 5%	70 5%	26 4%	71 4%	26 6%	51 4%	42 4%	9 7%	7 5%	3 4%	28 6%	6 6%
Yorkshire	199 10%	147 10%	51 8%	158 9%	41 10%	116 9%	110 10%	6 5%	14 8%	12 14%	50 10%	7 7%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 210
Which of the following ITV regions do you live in?
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, househusband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
UTV	56 3%	47 3%	9 1%	40 2%	16 4%	38 3%	35 3%	3 2%	1 1%	1 1%	14 3%	3 2%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 211
Which of the following ITV regions do you live in?
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Anglia	178 9%	23 6%	2 3%	19 10%	41 9%	56 9%	37 12%	-	1 11%	5 4%	173 9%	49 8%	16 8%	18 9%	14 6%	58 10%	16 5%	65 10%	38 8%	16 11%	5 8%	5 7%	1 7%	-	33 10%
Border	23 1%	-	-	1 *	9 2%	10 2%	3 1%	-	-	2 1%	21 1%	4 1%	3 1%	1 *	1 1%	7 1%	5 2%	8 1%	4 1%	3 2%	-	-	-	-	3 1%
Central	277 13%	40 10%	4 7%	22 12%	52 11%	100 15%	53 17%	4 40%	2 28%	17 12%	258 13%	85 13%	23 11%	27 13%	36 16%	81 14%	31 10%	87 13%	82 17%	17 11%	15 26%	7 10%	1 16%	*	37 11%
Granada	219 10%	28 7%	7 13%	19 11%	58 12%	74 11%	32 10%	1 9%	-	17 12%	201 10%	68 11%	15 7%	25 12%	27 12%	59 10%	31 10%	77 11%	41 8%	20 14%	6 11%	8 11%	-	-	36 11%
London	423 20%	144 36%	25 44%	15 9%	87 19%	103 16%	46 15%	1 12%	2 18%	44 31%	375 19%	163 25%	50 24%	56 28%	57 25%	100 17%	67 21%	125 19%	102 21%	26 18%	8 15%	19 26%	4 47%	2 26%	72 22%
Meridian	208 10%	41 10%	7 12%	25 14%	39 8%	55 8%	39 12%	2 20%	-	7 5%	201 10%	56 9%	15 7%	22 11%	18 8%	60 10%	33 10%	75 11%	45 9%	12 8%	3 6%	7 9%	-	-	33 10%
STV	166 8%	59 15%	3 5%	16 9%	29 6%	39 6%	16 5%	*	3 34%	6 5%	159 8%	49 8%	20 9%	13 7%	17 7%	44 7%	35 11%	51 8%	37 7%	10 7%	2 4%	6 9%	1 19%	1 7%	22 7%
Tyne Tees	81 4%	11 3%	-	10 6%	22 5%	32 5%	5 2%	-	-	5 3%	76 4%	18 3%	3 1%	9 4%	7 3%	30 5%	12 4%	24 4%	22 4%	4 2%	2 4%	2 3%	-	3 35%	12 4%
Wales	96 5%	7 2%	4 7%	8 4%	30 6%	29 4%	17 5%	-	1 8%	11 8%	82 4%	31 5%	7 3%	8 4%	16 7%	31 5%	18 6%	23 3%	31 6%	4 3%	3 5%	3 4%	-	2 21%	12 4%
West	69 3%	10 3%	2 3%	3 2%	12 3%	30 5%	10 3%	1 15%	-	5 3%	65 3%	22 3%	10 5%	4 2%	7 3%	18 3%	16 5%	25 4%	11 2%	5 4%	4 7%	-	-	-	7 2%
Westcountry	96 5%	12 3%	1 3%	13 7%	21 5%	27 4%	21 7%	-	-	7 5%	90 5%	21 3%	12 6%	7 3%	2 1%	30 5%	17 5%	36 5%	19 4%	9 6%	1 2%	3 5%	-	-	11 4%
Yorkshire	199 10%	23 6%	1 1%	19 11%	53 11%	82 13%	22 7%	-	-	9 7%	189 10%	58 9%	23 11%	10 5%	25 11%	58 10%	28 9%	60 9%	39 8%	17 11%	8 13%	11 15%	1 12%	1 7%	35 11%
UTV	56 3%	3 1%	1 2%	8 4%	14 3%	14 2%	17 5%	-	-	7 5%	49 3%	18 3%	10 5%	4 2%	3 1%	20 3%	7 2%	14 2%	22 5%	4 3%	-	2 2%	-	-	6 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 212
Marital Status
Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Single	723 35%	386 38%	337 32%	171 76%	163 45%	116 35%	135 37%	85 27%	52 11%	193 35%	247 41%	109 25%	174 35%	71 40%	27 31%	77 33%	63 36%	55 31%	63 42%	33 34%	59 30%	119 43%	94 33%	53 30%	9 15%
NET: Married/ Civil partnership/ co habiting	1037 50%	529 52%	503 47%	51 23%	187 52%	194 58%	181 50%	164 51%	259 53%	273 50%	260 43%	278 63%	226 45%	75 42%	42 49%	126 54%	79 46%	101 56%	69 46%	50 51%	110 56%	115 42%	135 47%	93 52%	41 70%
Married	742 36%	403 40%	337 32%	19 8%	99 27%	131 39%	133 37%	131 41%	230 47%	222 40%	182 30%	195 44%	144 29%	55 31%	20 24%	88 38%	54 31%	76 42%	47 31%	38 38%	76 39%	90 33%	93 33%	69 38%	37 63%
Civil Partnership	21 1%	10 1%	11 1%	5 2%	7 2%	6 2%	- -	2 1%	1 *	7 1%	3 1%	2 1%	9 2%	- -	4 4%	4 2%	- -	4 2%	2 1%	* *	- -	4 2%	2 1%	- -	- -
Co Habiting	273 13%	116 11%	155 15%	28 12%	81 22%	58 17%	48 13%	30 9%	29 6%	45 8%	75 12%	80 18%	73 15%	21 12%	18 21%	34 15%	25 14%	21 12%	20 14%	12 12%	34 17%	20 13%	39 14%	24 13%	4 8%
NET: Widowed/ separated/ divorced	315 15%	97 10%	218 20%	- -	6 2%	18 5%	47 13%	71 22%	173 35%	84 15%	93 15%	48 11%	90 18%	31 17%	17 20%	30 13%	30 17%	22 12%	14 9%	15 15%	26 13%	37 13%	54 19%	31 17%	9 15%
Widowed	106 5%	23 2%	82 8%	- -	- -	1 *	8 2%	19 6%	78 16%	23 4%	31 5%	13 3%	39 8%	12 7%	6 7%	10 4%	9 5%	9 5%	4 3%	3 3%	9 5%	8 3%	24 8%	9 5%	3 5%
Separated	36 2%	22 2%	14 1%	- -	3 1%	8 2%	10 3%	10 3%	5 1%	6 1%	11 2%	10 2%	9 2%	4 2%	- -	4 2%	5 3%	* *	4 3%	5 5%	2 1%	3 1%	6 2%	- -	2 4%
Divorced	173 8%	51 5%	122 11%	- -	4 1%	9 3%	29 8%	43 13%	89 18%	55 10%	51 8%	26 6%	42 8%	15 8%	12 13%	15 6%	17 10%	12 7%	5 4%	7 7%	15 8%	26 9%	24 9%	23 13%	3 6%
Prefer not to answer	17 1%	7 1%	9 1%	4 2%	3 1%	5 1%	1 *	- -	4 1%	1 *	4 1%	3 1%	9 2%	1 1%	- -	- -	1 1%	2 1%	4 3%	- -	- -	4 2%	2 1%	2 1%	- -

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 213
Marital Status
Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, husband, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Single	723 35%	426 30%	271 42%	609 36%	114 27%	499 40%	449 40%	50 41%	85 52%	78 88%	57 11%	4 4%
NET: Married/ Civil partnership/ co habiting	1037 50%	758 53%	275 43%	820 49%	217 52%	604 49%	553 50%	51 42%	54 33%	9 10%	273 55%	97 91%
Married	742 36%	580 41%	161 25%	583 35%	160 39%	401 32%	366 33%	35 29%	29 18%	5 5%	240 48%	67 63%
Civil Partnership	21 1%	11 1%	10 2%	18 1%	3 1%	16 1%	15 1%	1 1%	3 2%	- -	1 *	1 1%
Co Habiting	273 13%	166 12%	105 16%	219 13%	54 13%	186 15%	172 15%	14 12%	22 13%	4 5%	32 7%	28 27%
NET: Widowed/ separated/ divorced	315 15%	226 16%	86 13%	232 14%	83 20%	124 10%	105 9%	19 16%	23 14%	1 1%	162 33%	4 4%
Widowed	106 5%	84 6%	21 3%	76 5%	30 7%	16 1%	15 1%	* *	7 4%	1 1%	79 16%	3 3%
Separated	36 2%	22 2%	14 2%	24 1%	12 3%	27 2%	19 2%	8 6%	2 1%	- -	8 2%	- -
Divorced	173 8%	120 8%	51 8%	133 8%	40 10%	82 7%	70 6%	11 9%	14 9%	- -	76 15%	1 1%
Prefer not to answer	17 1%	8 1%	8 1%	16 1%	1 *	9 1%	8 1%	1 1%	1 1%	1 1%	4 1%	1 1%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 214
Marital Status
Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Single	723 35%	213 53%	24 43%	44 25%	164 35%	200 31%	75 23%	2 21%	1 14%	35 25%	680 35%	278 43%	106 51%	85 42%	86 38%	222 37%	111 35%	212 32%	156 32%	51 35%	17 29%	36 50%	4 51%	6 78%	129 40%
NET: Married/ Civil partnership/ co habiting	1037 50%	136 34%	26 47%	94 53%	222 48%	354 54%	197 62%	2 24%	5 60%	90 64%	944 49%	301 47%	85 41%	103 50%	113 49%	303 51%	149 47%	359 54%	272 55%	66 46%	35 60%	25 34%	3 42%	-	127 40%
Married	742 36%	81 20%	17 31%	79 44%	147 31%	249 38%	162 51%	2 24%	5 54%	75 53%	666 34%	198 31%	58 28%	63 31%	76 33%	204 34%	118 37%	244 36%	202 41%	51 35%	20 35%	18 24%	3 35%	-	87 27%
Civil Partnership	21 1%	4 1%	-	3 2%	2 *	9 1%	3 1%	-	-	5 3%	16 1%	8 1%	-	6 3%	2 1%	8 1%	1 *	9 1%	8 2%	* *	1 1%	1 1%	-	-	1 *
Co Habiting	273 13%	50 13%	9 16%	12 7%	73 16%	96 15%	32 10%	-	1 6%	10 7%	262 13%	96 15%	27 13%	33 16%	36 16%	91 15%	30 10%	107 16%	62 13%	15 10%	14 24%	6 8%	1 8%	-	39 12%
NET: Widowed/ separated/ divorced	315 15%	49 12%	6 11%	36 20%	79 17%	94 14%	44 14%	5 55%	2 26%	13 9%	302 16%	57 9%	15 7%	16 8%	26 11%	68 11%	52 17%	95 14%	65 13%	24 17%	7 12%	12 16%	1 7%	2 22%	58 18%
Widowed	106 5%	11 3%	1 2%	13 7%	21 5%	34 5%	25 8%	-	2 20%	4 3%	101 5%	8 1%	3 2%	-	5 2%	7 1%	18 6%	27 4%	24 5%	11 8%	4 6%	4 5%	1 7%	-	19 6%
Separated	36 2%	3 1%	-	9 5%	9 2%	11 2%	4 1%	-	-	3 2%	33 2%	14 2%	1 1%	7 4%	5 2%	13 2%	3 1%	16 2%	8 2%	3 2%	1 1%	2 3%	-	-	2 1%
Divorced	173 8%	35 9%	5 8%	15 8%	48 10%	50 8%	15 5%	5 55%	1 6%	5 4%	168 9%	35 5%	11 5%	8 4%	16 7%	47 8%	31 10%	51 8%	34 7%	10 7%	2 4%	6 8%	-	2 22%	37 11%
Prefer not to answer	17 1%	4 1%	-	4 2%	3 1%	3 *	3 1%	-	-	3 2%	13 1%	6 1%	1 1%	-	5 2%	3 *	2 1%	3 *	1 *	3 2%	-	-	-	-	6 2%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 215

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Glasgow	82 4%	42 4%	40 4%	8 4%	16 4%	22 7%	14 4%	10 3%	11 2%	26 5%	14 2%	17 4%	25 5%	82 46%	-	-	-	-	-	-	-	-	-	-	-
Edinburgh	80 4%	41 4%	38 4%	11 5%	9 2%	13 4%	15 4%	8 2%	24 5%	22 4%	24 4%	14 3%	20 4%	77 43%	-	-	-	-	-	-	-	-	3 1%	-	-
Newcastle	91 4%	49 5%	42 4%	13 6%	9 2%	18 5%	17 5%	13 4%	22 4%	14 3%	35 6%	18 4%	25 5%	1 1%	82 96%	8 3%	-	-	-	-	-	-	-	-	-
Leeds	102 5%	42 4%	59 6%	14 6%	16 5%	21 6%	17 5%	12 4%	21 4%	32 6%	26 4%	20 4%	24 5%	-	-	4 2%	96 55%	-	-	-	-	2 1%	-	-	-
Hull	33 2%	12 1%	21 2%	3 1%	4 1%	4 1%	5 1%	7 2%	10 2%	9 2%	3 1%	12 3%	8 2%	-	-	-	33 19%	-	-	-	-	-	-	-	-
Sheffield	53 3%	30 3%	24 2%	7 3%	11 3%	8 2%	8 2%	8 3%	12 2%	22 4%	18 3%	5 1%	8 2%	-	-	-	42 24%	-	11 7%	-	-	-	* *	-	-
Manchester	159 8%	88 9%	71 7%	14 6%	30 8%	32 10%	33 9%	16 5%	34 7%	31 6%	46 8%	36 8%	46 9%	-	1 1%	151 65%	1 *	4 2%	1 1%	2 2%	-	-	-	-	-
Liverpool	73 3%	28 3%	45 4%	3 1%	16 4%	10 3%	10 3%	15 5%	20 4%	16 3%	21 3%	16 4%	19 4%	-	2 2%	57 24%	-	-	14 15%	-	-	-	-	-	-
Nottingham	98 5%	47 5%	51 5%	8 3%	34 10%	10 3%	10 3%	15 5%	21 4%	24 4%	29 5%	23 5%	21 4%	-	-	-	1 *	3 2%	92 61%	-	2 1%	-	-	-	-
Birmingham	170 8%	89 9%	79 7%	23 10%	38 11%	18 5%	37 10%	19 6%	35 7%	41 7%	57 9%	39 9%	33 7%	-	-	-	-	159 89%	9 6%	-	-	-	-	2 1%	-
Norwich	78 4%	34 3%	44 4%	3 1%	22 6%	12 4%	9 2%	17 5%	15 3%	13 2%	24 4%	14 3%	27 6%	-	-	-	-	-	1 1%	-	77 40%	-	-	-	-
Milton Keynes	51 2%	25 3%	26 2%	13 6%	4 1%	11 3%	8 2%	7 2%	9 2%	12 2%	16 3%	9 2%	14 3%	-	-	-	-	1 1%	20 13%	-	23 12%	1 *	6 2%	-	-
Brighton	58 3%	34 3%	23 2%	6 3%	7 2%	6 2%	14 4%	7 2%	18 4%	17 3%	11 2%	16 4%	14 3%	-	-	-	-	-	-	-	-	-	57 20%	* *	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 215

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Northern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Oxford	30 1%	21 2%	10 1%	3 1%	7 2%	6 2%	6 2%	3 1%	5 1%	10 2%	8 1%	7 2%	5 1%	-	-	-	-	2 1%	-	-	-	-	25 9%	4 2%	-
London	495 24%	235 23%	259 24%	68 30%	78 22%	80 24%	80 22%	76 24%	113 23%	151 27%	136 23%	101 23%	106 21%	-	-	2 1%	1 1%	1 *	1 1%	-	79 41%	273 99%	137 48%	1 1%	-
Southampton	67 3%	29 3%	38 4%	5 2%	9 2%	7 2%	9 2%	15 5%	22 4%	15 3%	25 4%	9 2%	17 3%	-	-	-	-	-	-	-	-	-	42 15%	25 14%	-
Bristol	90 4%	42 4%	48 5%	6 2%	11 3%	9 3%	20 6%	17 5%	26 5%	25 5%	29 5%	19 4%	16 3%	-	-	-	-	-	-	2 2%	-	-	-	88 49%	-
Plymouth	49 2%	27 3%	23 2%	3 1%	3 1%	9 3%	8 2%	11 3%	15 3%	13 2%	15 2%	13 3%	9 2%	-	-	-	-	-	-	-	-	-	-	49 27%	-
Cardiff	71 3%	32 3%	39 4%	8 4%	15 4%	13 4%	12 3%	11 4%	11 2%	17 3%	22 4%	17 4%	16 3%	-	-	-	-	-	-	71 72%	-	-	-	-	-
Belfast	59 3%	28 3%	30 3%	3 1%	11 3%	10 3%	13 4%	12 4%	10 2%	23 4%	16 3%	8 2%	11 2%	-	-	-	-	-	-	-	-	-	-	-	59 100%
None of these	103 5%	45 4%	57 5%	5 2%	9 3%	16 5%	18 5%	20 6%	36 7%	18 3%	27 5%	25 6%	33 7%	18 10%	1 1%	11 5%	1 1%	10 6%	16 11%	9 9%	13 7%	1 *	13 5%	11 6%	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 216

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Glasgow	82 4%	45 3%	33 5%	60 4%	22 5%	51 4%	45 4%	6 5%	7 5%	6 7%	14 3%	4 3%
Edinburgh	80 4%	47 3%	32 5%	63 4%	17 4%	38 3%	35 3%	3 3%	10 6%	5 3%	23 5%	3 3%
Newcastle	91 4%	55 4%	34 5%	72 4%	19 5%	56 5%	54 5%	2 1%	6 4%	3 3%	21 4%	5 5%
Leeds	102 5%	82 6%	19 3%	88 5%	14 3%	65 5%	62 6%	3 2%	2 1%	8 9%	22 4%	5 5%
Hull	33 2%	25 2%	8 1%	23 1%	9 2%	15 1%	14 1%	1 1%	5 3%	2 2%	10 2%	2 2%
Sheffield	53 3%	35 2%	18 3%	38 2%	16 4%	32 3%	30 3%	2 1%	6 4%	2 3%	12 2%	1 1%
Manchester	159 8%	106 7%	50 8%	145 9%	14 3%	100 8%	90 8%	10 8%	14 9%	5 6%	32 6%	7 7%
Liverpool	73 3%	56 4%	16 2%	58 3%	14 3%	41 3%	32 3%	8 7%	10 6%	1 1%	20 4%	2 2%
Nottingham	98 5%	63 4%	32 5%	72 4%	26 6%	60 5%	52 5%	8 7%	7 4%	5 6%	20 4%	6 6%
Birmingham	170 8%	113 8%	55 9%	149 9%	21 5%	106 9%	99 9%	7 6%	12 7%	4 5%	37 7%	11 10%
Norwich	78 4%	53 4%	23 4%	47 3%	31 8%	51 4%	51 5%	- 3%	5 3%	- -	17 3%	5 5%
Milton Keynes	51 2%	41 3%	10 2%	38 2%	14 3%	29 2%	26 2%	4 3%	4 3%	3 4%	9 2%	6 6%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 216

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Property ownership			Urban/rural		Working status						House person, housewife, household, etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Brighton	58 3%	36 3%	22 3%	45 3%	13 3%	34 3%	31 3%	2 2%	4 3%	2 2%	16 3%	3 2%
Oxford	30 1%	24 2%	6 1%	20 1%	10 2%	20 2%	17 1%	3 2%	1 1%	1 1%	5 1%	3 3%
London	495 24%	319 22%	168 26%	459 27%	35 8%	304 25%	268 24%	36 29%	41 25%	23 27%	108 22%	18 17%
Southampton	67 3%	48 3%	19 3%	52 3%	15 4%	31 3%	26 2%	6 5%	4 3%	2 3%	26 5%	3 3%
Bristol	90 4%	72 5%	18 3%	67 4%	23 6%	49 4%	43 4%	5 4%	5 3%	5 5%	29 6%	3 2%
Plymouth	49 2%	36 3%	13 2%	36 2%	14 3%	22 2%	19 2%	3 3%	5 3%	2 3%	16 3%	4 4%
Cardiff	71 3%	48 3%	21 3%	44 3%	27 7%	46 4%	42 4%	4 3%	5 3%	5 5%	12 2%	4 4%
Belfast	59 3%	49 3%	9 1%	43 3%	16 4%	40 3%	37 3%	3 2%	1 1%	1 1%	14 3%	3 2%
None of these	103 5%	67 5%	34 5%	59 4%	44 11%	48 4%	40 4%	7 6%	8 5%	2 2%	36 7%	9 8%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 217

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Glasgow	82 4%	28 7%	-	8 5%	18 4%	19 3%	6 2%	* 4%	1 15%	4 3%	77 4%	26 4%	10 5%	8 4%	9 4%	24 4%	13 4%	24 4%	20 4%	9 6%	2 3%	3 4%	1 19%	-	10 3%
Edinburgh	80 4%	32 8%	3 5%	6 3%	14 3%	15 2%	9 3%	-	2 19%	1 1%	79 4%	21 3%	9 4%	8 4%	4 2%	17 3%	18 6%	27 4%	14 3%	4 2%	1 1%	5 7%	-	1 7%	12 4%
Newcastle	91 4%	12 3%	-	11 6%	26 5%	36 6%	7 2%	-	-	7 5%	85 4%	24 4%	6 3%	10 5%	8 4%	31 5%	14 5%	28 4%	26 5%	4 2%	2 4%	2 3%	-	3 35%	12 4%
Leeds	102 5%	13 3%	1 1%	7 4%	30 6%	38 6%	13 4%	-	-	8 6%	94 5%	36 6%	12 6%	8 4%	16 7%	29 5%	17 6%	25 4%	20 4%	11 8%	3 5%	4 5%	12%	-	21 6%
Hull	33 2%	2 1%	-	5 3%	9 2%	14 2%	3 1%	-	-	-	33 2%	5 1%	2 1%	1 *	3 1%	10 2%	2 1%	11 2%	10 2%	-	1 1%	3 5%	-	-	6 2%
Sheffield	53 3%	7 2%	-	3 1%	13 3%	24 4%	7 2%	-	-	2 1%	52 3%	17 3%	8 4%	2 1%	7 3%	15 2%	9 3%	20 3%	10 2%	1 1%	4 7%	4 5%	-	-	6 2%
Manchester	159 8%	20 5%	4 7%	8 5%	43 9%	62 9%	22 7%	-	-	8 6%	150 8%	52 8%	14 7%	17 8%	22 10%	48 8%	23 7%	57 9%	24 5%	14 10%	9 15%	6 9%	-	1 7%	26 8%
Liverpool	73 3%	9 2%	3 5%	11 6%	15 3%	24 4%	12 4%	-	-	8 6%	64 3%	21 3%	4 2%	8 4%	10 4%	19 3%	12 4%	17 2%	19 4%	9 6%	1 2%	2 3%	-	-	13 4%
Nottingham	98 5%	14 3%	-	10 5%	17 4%	34 5%	20 6%	1 15%	2 20%	9 7%	87 4%	33 5%	8 4%	11 5%	14 6%	27 5%	12 4%	27 4%	25 5%	9 6%	7 12%	2 3%	-	* 4%	16 5%
Birmingham	170 8%	26 6%	4 7%	10 6%	38 8%	60 9%	29 9%	2 25%	1 9%	8 6%	162 8%	51 8%	17 8%	12 6%	22 10%	55 9%	18 6%	60 9%	53 11%	8 5%	10 17%	4 5%	16%	-	17 5%
Norwich	78 4%	9 2%	-	9 5%	18 4%	22 3%	19 6%	-	1 6%	-	78 4%	21 3%	4 2%	10 5%	6 3%	30 5%	9 3%	31 5%	14 3%	10 7%	3 6%	1 2%	-	-	9 3%
Milton Keynes	51 2%	7 2%	-	3 2%	10 2%	20 3%	11 4%	-	-	4 3%	46 2%	19 3%	5 2%	6 3%	7 3%	11 2%	1 *	20 3%	11 2%	3 2%	* 1%	2 3%	-	-	14 4%
Brighton	58 3%	12 3%	2 3%	7 4%	15 3%	9 1%	13 4%	-	-	1 1%	57 3%	13 2%	1 1%	8 4%	4 2%	20 3%	5 1%	23 3%	13 3%	6 4%	2 3%	-	-	-	9 3%

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 217

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Oxford	30 1%	5 1%	2 4%	1 *	5 1%	13 2%	3 1%	-	-	1 1%	29 1%	9 1%	2 1%	4 2%	4 2%	10 2%	7 2%	6 1%	10 2%	1 *	* 1%	-	-	-	5 2%
London	495 24%	153 38%	27 48%	24 13%	104 22%	128 20%	55 17%	2 23%	2 23%	45 32%	445 23%	183 28%	58 28%	65 32%	60 26%	121 20%	81 26%	148 22%	122 25%	30 21%	9 16%	22 30%	4 50%	2 26%	77 24%
Southampton	67 3%	15 4%	2 4%	11 6%	8 2%	14 2%	16 5%	1 9%	-	2 1%	65 3%	13 2%	3 1%	2 1%	8 3%	19 3%	13 4%	25 4%	9 2%	3 2%	-	2 3%	-	-	15 5%
Bristol	90 4%	11 3%	2 3%	12 7%	15 3%	32 5%	16 5%	1 15%	-	4 3%	86 4%	23 4%	14 7%	6 3%	3 1%	25 4%	16 5%	32 5%	19 4%	6 4%	2 4%	5 6%	-	-	11 4%
Plymouth	49 2%	7 2%	1 3%	5 3%	11 2%	13 2%	12 4%	-	-	3 2%	46 2%	10 2%	5 3%	4 2%	1 *	12 2%	10 3%	20 3%	10 2%	5 4%	-	-	-	-	4 1%
Cardiff	71 3%	7 2%	4 7%	4 2%	25 5%	22 3%	9 3%	-	-	5 3%	65 3%	23 4%	4 2%	7 3%	11 5%	24 4%	15 5%	18 3%	24 5%	4 3%	2 3%	1 2%	-	-	8 2%
Belfast	59 3%	4 1%	1 2%	8 4%	15 3%	14 2%	17 5%	-	-	9 7%	49 3%	20 3%	10 5%	4 2%	6 2%	20 3%	7 2%	16 2%	23 5%	4 3%	-	2 2%	-	-	6 2%
None of these	103 5%	10 2%	-	16 9%	18 4%	38 6%	20 6%	1 9%	1 8%	12 8%	91 5%	21 3%	11 5%	3 2%	6 3%	27 4%	14 4%	36 5%	18 4%	6 4%	-	2 3%	* 4%	2 21%	25 8%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 218

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Gender			Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64	
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59	
Up to £7,000	(3.5)	65 3%	27 3%	38 4%	14 6%	11 3%	10 3%	10 3%	13 4%	7 1%	4 1%	18 3%	5 1%	38 8%	5 3%	5 6%	8 3%	3 2%	6 4%	3 2%	5 5%	13 5%	7 3%	3 2%	1 1%	
£7,001 to £14,000	(10.5)	268 13%	111 11%	155 14%	17 8%	32 9%	30 9%	48 13%	54 17%	87 18%	27 5%	52 9%	32 7%	157 31%	28 16%	11 13%	30 13%	22 13%	35 19%	19 9%	22 9%	29 10%	36 13%	20 11%	5 8%	
£14,001 to £21,000	(17.5)	340 16%	164 16%	176 17%	12 5%	38 10%	56 17%	52 14%	60 19%	122 25%	69 13%	115 19%	61 14%	94 19%	30 17%	21 25%	32 14%	35 20%	24 13%	35 23%	20 20%	28 15%	40 14%	33 12%	38 21%	3 6%
£21,001 to £28,000	(24.5)	402 19%	220 22%	180 17%	18 8%	71 20%	62 19%	61 17%	84 26%	106 22%	103 19%	122 20%	87 20%	90 18%	36 20%	17 20%	57 25%	30 18%	32 18%	31 21%	18 18%	41 21%	35 13%	55 19%	45 25%	5 8%
£28,001 to £34,000	(31)	342 16%	175 17%	167 16%	22 10%	57 16%	67 20%	72 20%	58 18%	66 14%	112 20%	126 21%	57 13%	47 10%	27 15%	9 11%	31 13%	33 19%	26 14%	19 13%	16 16%	35 18%	47 17%	54 19%	33 19%	10 17%
£34,001 to £41,000	(37.5)	174 8%	82 8%	92 9%	25 11%	43 12%	28 8%	29 8%	20 6%	29 6%	59 11%	35 6%	49 11%	30 6%	15 9%	5 5%	28 12%	14 8%	20 11%	8 6%	10 10%	16 8%	21 8%	18 6%	15 8%	3 5%
£41,001 to £48,000	(44.5)	96 5%	44 4%	51 5%	20 9%	21 6%	16 5%	18 5%	9 3%	13 3%	25 4%	29 5%	32 7%	11 2%	5 3%	4 5%	7 3%	7 4%	12 7%	4 3%	4 4%	13 7%	18 6%	15 5%	4 2%	4 7%
£48,001 to £55,000	(51.5)	91 4%	46 4%	45 4%	20 9%	26 7%	12 4%	16 4%	7 2%	9 2%	32 6%	24 4%	30 7%	5 1%	7 4%	3 3%	10 4%	5 3%	6 3%	8 5%	6 6%	8 4%	18 7%	11 4%	4 4%	4 7%
£55,001 to £62,000	(58.5)	57 3%	27 3%	31 3%	5 2%	20 5%	13 4%	12 3%	5 1%	3 1%	23 4%	10 2%	23 5%	1 *	4 2%	3 3%	5 2%	3 2%	4 2%	5 3%	4 4%	8 4%	5 2%	8 3%	5 3%	4 7%
£62,001 to £69,000	(65.5)	35 2%	18 2%	18 2%	9 4%	3 1%	13 4%	6 2%	4 1%	2 1%	19 3%	9 2%	7 2%	- -	2 1%	- -	5 2%	5 3%	1 *	2 1%	- -	2 1%	11 4%	5 2%	- -	3 5%
£69,001 to £76,000	(72.5)	29 1%	18 2%	12 1%	5 2%	12 3%	6 2%	4 1%	- -	3 1%	10 2%	9 1%	7 2%	4 1%	3 2%	- -	4 2%	1 *	3 1%	1 *	- -	1 *	5 2%	7 2%	1 1%	4 8%
£76,001 to £83,000	(79.5)	25 1%	16 2%	9 1%	8 4%	3 1%	4 1%	6 2%	1 *	2 *	14 3%	5 1%	4 1%	1 *	1 1%	- -	2 1%	1 1%	- -	1 1%	2 1%	7 2%	6 2%	1 1%	4 7%	
£83,001 or more	(86)	46 2%	27 3%	19 2%	16 7%	12 3%	2 1%	11 3%	- -	4 1%	24 4%	14 2%	8 2%	- -	2 1%	- -	3 1%	2 1%	2 1%	* *	1 1%	1 1%	14 5%	9 3%	5 3%	5 9%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 218

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Gender		Age						Social Grade				Region												
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Prefer not to answer	121	46	75	36	11	14	18	8	35	31	37	33	20	12	7	9	11	9	14	5	11	14	20	4	4
	6%	5%	7%	16%	3%	4%	5%	2%	7%	6%	6%	8%	4%	7%	8%	4%	6%	5%	9%	5%	6%	5%	7%	2%	7%
Average income (£000's)	29.76	30.69	28.87	40.18	34.13	30.93	31.17	24.07	24.04	36.41	29.51	33.51	19.67	27.25	24.08	29.18	28.26	27.29	26.25	28.20	29.36	34.15	32.02	28.06	46.43

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 219

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

		Property ownership		Urban/rural		Working status						House person, housewife, husband etc.	
		Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Unweighted base		2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base		2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Up to £7,000	(3.5)	65 3%	22 2%	41 6%	56 3%	9 2%	17 1%	12 1%	5 4%	27 17%	11 13%	7 1%	2 2%
£7,001 to £14,000	(10.5)	268 13%	144 10%	122 19%	206 12%	61 15%	93 8%	78 7%	15 12%	55 34%	12 13%	89 18%	18 17%
£14,001 to £21,000	(17.5)	340 16%	215 15%	123 19%	265 16%	75 18%	165 13%	135 12%	30 24%	27 17%	7 8%	121 24%	20 19%
£21,001 to £28,000	(24.5)	402 19%	280 20%	116 18%	314 19%	88 21%	233 19%	205 18%	28 23%	15 9%	6 7%	118 24%	30 28%
£28,001 to £34,000	(31)	342 16%	245 17%	92 14%	277 17%	65 16%	239 19%	224 20%	15 12%	14 8%	8 9%	71 14%	11 11%
£34,001 to £41,000	(37.5)	174 8%	132 9%	40 6%	144 9%	29 7%	124 10%	120 11%	5 4%	8 5%	4 5%	26 5%	11 10%
£41,001 to £48,000	(44.5)	96 5%	73 5%	21 3%	76 5%	21 5%	76 6%	67 6%	8 7%	1 1%	5 6%	11 2%	4 3%
£48,001 to £55,000	(51.5)	91 4%	66 5%	20 3%	72 4%	19 5%	74 6%	71 6%	3 2%	2 1%	3 3%	9 2%	2 2%
£55,001 to £62,000	(58.5)	57 3%	42 3%	15 2%	48 3%	10 2%	50 4%	48 4%	2 2%	2 1%	1 1%	3 1%	2 2%
£62,001 to £69,000	(65.5)	35 2%	31 2%	4 1%	30 2%	5 1%	29 2%	28 2%	2 1%	-	2 2%	3 1%	1 1%
£69,001 to £76,000	(72.5)	29 1%	25 2%	4 1%	26 2%	4 1%	23 2%	22 2%	1 1%	-	2 3%	3 1%	1 1%
£76,001 to £83,000	(79.5)	25 1%	17 1%	7 1%	21 1%	4 1%	23 2%	20 2%	3 2%	-	1 1%	1 *	-

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 219

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Property ownership		Urban/rural		Working status						House person, housewife, househusband, etc.	
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student		Retired
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
£83,001 or more	(86) 2%	46 3%	4 1%	34 2%	12 3%	41 3%	38 3%	2 2%	-	5 5%	1 *	-
Prefer not to answer	121 6%	88 6%	30 5%	109 6%	12 3%	49 4%	45 4%	4 3%	12 8%	20 23%	35 7%	5 5%
Average income (£000's)	29.76	31.81	24.73	29.93	29.12	34.29	35.04	27.47	16.53	29.84	23.43	25.25

Openreach Consumer Poll

ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 220

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection									
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know	
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349	
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321	
Up to £7,000	(3.5)	65 3%	27 7%	2 4%	5 3%	15 3%	12 2%	4 1%	-	* 5%	4 3%	61 3%	8 1%	5 2%	2 1%	1 *	9 2%	9 3%	18 3%	9 2%	8 6%	4 6%	6 9%	* 4%	* 6%	10 3%
£7,001 to £14,000	(10.5)	268 13%	64 16%	8 14%	24 13%	72 15%	21 12%	4 6%	38 38%	1 6%	7 5%	260 13%	35 5%	14 7%	10 5%	11 5%	58 10%	47 15%	88 13%	31 6%	20 14%	10 17%	16 23%	2 30%	2 29%	50 15%
£14,001 to £21,000	(17.5)	340 16%	65 16%	11 19%	46 26%	76 16%	100 15%	37 12%	2 24%	3 34%	17 12%	322 17%	62 10%	25 12%	24 12%	14 6%	103 17%	60 19%	108 16%	79 16%	21 15%	13 21%	14 19%	2 23%	2 24%	42 13%
£21,001 to £28,000	(24.5)	402 19%	82 20%	8 15%	38 21%	93 20%	125 19%	52 16%	3 27%	2 18%	32 23%	370 19%	125 20%	37 18%	39 19%	49 21%	108 18%	74 24%	141 21%	94 19%	25 17%	10 17%	7 10%	2 27%	1 7%	48 15%
£28,001 to £34,000	(31)	342 16%	64 16%	12 22%	25 14%	91 19%	101 16%	47 15%	-	2 21%	15 11%	326 17%	123 19%	44 21%	37 18%	42 18%	116 19%	38 12%	111 17%	99 20%	20 13%	5 9%	9 13%	-	-	60 19%
£34,001 to £41,000	(37.5)	174 8%	19 5%	8 14%	10 6%	32 7%	52 8%	51 16%	1 11%	-	12 9%	160 8%	58 9%	17 8%	15 7%	26 11%	66 11%	19 6%	63 9%	46 9%	16 11%	2 3%	4 6%	1 16%	-	23 7%
£41,001 to £48,000	(44.5)	96 5%	22 6%	1 2%	5 3%	15 3%	40 6%	13 4%	-	-	9 7%	86 4%	47 7%	14 7%	17 8%	16 7%	28 5%	10 3%	31 5%	21 4%	11 8%	2 4%	4 6%	-	-	15 5%
£48,001 to £55,000	(51.5)	91 4%	17 4%	3 5%	7 4%	16 3%	40 6%	8 2%	-	-	11 8%	80 4%	51 8%	16 8%	21 10%	15 7%	23 4%	17 6%	28 4%	20 4%	4 3%	2 4%	4 5%	-	-	16 5%
£55,001 to £62,000	(58.5)	57 3%	9 2%	-	-	8 2%	25 4%	15 5%	-	-	7 5%	50 3%	29 5%	5 3%	6 3%	18 8%	21 4%	7 2%	28 4%	15 3%	2 1%	1 2%	1 1%	-	-	5 1%
£62,001 to £69,000	(65.5)	35 2%	6 1%	-	2 1%	11 2%	12 2%	5 2%	-	-	2 2%	33 2%	22 3%	5 2%	13 6%	5 2%	8 1%	3 1%	8 1%	16 3%	-	5 8%	* 1%	-	-	3 1%
£69,001 to £76,000	(72.5)	29 1%	2 1%	3 5%	-	7 1%	9 1%	8 2%	-	-	4 3%	25 1%	14 2%	1 *	4 2%	9 4%	9 1%	7 2%	8 1%	8 2%	3 2%	-	2 3%	-	-	2 1%
£76,001 to £83,000	(79.5)	25 1%	5 1%	-	2 1%	1 *	8 1%	9 3%	-	-	3 2%	21 1%	16 2%	7 3%	3 2%	6 2%	7 1%	3 1%	4 1%	7 1%	3 2%	2 3%	3 4%	-	-	4 1%
£83,001 or more	(86)	46 2%	3 1%	-	2 1%	4 1%	12 2%	25 8%	-	-	9 6%	37 2%	26 4%	11 5%	9 4%	6 3%	15 3%	8 2%	12 2%	18 4%	2 1%	-	-	-	-	6 2%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 220

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Prefer not to answer	121	17	-	13	28	39	23	-	1	7	108	25	7	5	12	24	13	23	31	10	3	2	-	3	38
	6%	4%	-	7%	6%	6%	7%	-	15%	5%	6%	4%	4%	3%	5%	4%	4%	3%	6%	7%	5%	2%	-	33%	12%
Average income (£000's)	29.76	26.47	28.02	25.29	27.24	31.34	37.93	19.04	20.94	37.08	29.20	37.15	35.37	37.74	38.25	31.19	28.55	29.35	33.25	28.67	27.76	26.27	19.86	13.85	28.60

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 221

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
NET: Yes	449	200	247	35	52	59	92	83	128	87	118	75	170	47	23	54	36	36	36	19	40	32	67	48	11
	21%	20%	23%	16%	14%	18%	25%	26%	26%	16%	19%	17%	34%	27%	27%	23%	21%	20%	24%	19%	21%	12%	24%	27%	19%
Yes - physical condition	278	128	150	12	22	28	58	63	96	53	68	48	110	29	13	33	20	25	18	16	24	19	45	30	6
	13%	13%	14%	5%	6%	8%	16%	20%	20%	10%	11%	11%	22%	16%	16%	14%	11%	14%	12%	16%	12%	7%	16%	17%	10%
Yes - mental condition	195	91	103	28	39	39	41	33	16	33	55	29	78	21	12	24	21	15	19	6	15	13	26	18	4
	9%	9%	10%	12%	11%	12%	11%	10%	3%	6%	9%	7%	16%	12%	14%	11%	12%	8%	13%	6%	8%	5%	9%	10%	8%
Yes - disability	148	60	87	7	10	20	30	34	46	27	36	19	66	17	4	16	10	11	19	8	12	10	22	13	5
	7%	6%	8%	3%	3%	6%	8%	11%	9%	5%	6%	4%	13%	10%	5%	7%	6%	6%	12%	9%	6%	4%	8%	7%	9%
Yes - other	15	7	7	1	1	2	4	1	7	3	4	3	4	1	-	2	-	2	1	-	3	1	6	-	-
	1%	1%	1%	*	*	1%	1%	*	1%	*	1%	1%	1%	*	-	1%	-	1%	*	-	2%	*	2%	-	-
No	1579	787	789	174	297	260	262	228	358	455	471	351	303	124	62	171	131	137	112	75	148	229	212	132	46
	76%	77%	74%	77%	83%	78%	72%	72%	73%	83%	78%	80%	61%	70%	73%	74%	76%	76%	75%	76%	76%	83%	75%	73%	78%
Prefer not to say	63	32	30	17	11	14	10	8	2	9	16	12	26	7	*	7	6	7	3	4	6	15	5	-	2
	3%	3%	3%	8%	3%	4%	3%	3%	*	2%	3%	3%	5%	4%	1%	3%	4%	4%	2%	4%	3%	5%	2%	-	3%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 222

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Property ownership					Working status							House person housewife, househusband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired		
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121	
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106	
NET: Yes	449 21%	264 19%	177 28%	332 20%	117 28%	164 13%	146 13%	18 15%	100 61%	14 15%	135 27%	36 34%	
Yes - physical condition	278 13%	166 12%	108 17%	199 12%	80 19%	95 8%	85 8%	11 9%	61 37%	1 2%	100 20%	21 19%	
Yes - mental condition	195 9%	93 7%	97 15%	156 9%	39 9%	83 7%	75 7%	8 7%	62 38%	12 14%	21 4%	17 16%	
Yes - disability	148 7%	84 6%	61 10%	115 7%	33 8%	43 4%	36 3%	7 6%	42 26%	2 3%	48 10%	11 11%	
Yes - other	15 1%	10 1%	5 1%	11 1%	3 1%	3 *	3 *	- -	3 2%	- -	7 1%	3 3%	
No	1579 76%	1124 79%	433 68%	1288 77%	292 70%	1037 84%	938 84%	99 81%	49 30%	67 77%	360 72%	66 62%	
Prefer not to say	63 3%	30 2%	30 5%	57 3%	6 1%	35 3%	30 3%	5 4%	13 8%	7 8%	2 *	4 4%	

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 223

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection								
	Total	Flat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other	Don't have internet at home	Don't know
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
NET: Yes	449	83	10	56	101	135	54	5	4	18	431	83	34	21	28	81	67	165	93	29	13	15	2	1	65
	21%	21%	18%	32%	22%	21%	17%	54%	51%	13%	22%	13%	17%	11%	12%	14%	21%	25%	19%	20%	23%	20%	26%	9%	20%
Yes - physical condition	278	52	7	38	55	83	37	4	3	11	267	51	19	11	21	45	45	105	56	19	7	9	1	-	37
	13%	13%	12%	21%	12%	13%	12%	39%	30%	8%	14%	8%	9%	5%	9%	8%	14%	16%	11%	13%	12%	12%	7%	-	12%
Yes - mental condition	195	53	5	19	48	49	19	-	1	9	186	40	17	12	11	43	17	70	45	12	6	9	2	1	34
	9%	13%	9%	11%	10%	7%	6%	-	15%	6%	10%	6%	8%	6%	5%	7%	5%	10%	9%	8%	10%	12%	20%	9%	11%
Yes - disability	148	25	4	22	31	43	17	3	2	4	143	34	15	5	15	9	26	55	28	12	2	5	1	-	19
	7%	6%	8%	13%	7%	7%	5%	31%	25%	3%	7%	5%	7%	2%	6%	1%	8%	8%	6%	8%	3%	7%	7%	-	6%
Yes - other	15	3	1	1	3	4	3	-	-	-	15	2	1	1	1	1	5	4	5	-	-	-	-	-	1
	1%	1%	3%	1%	1%	1%	1%	-	-	-	1%	*	*	*	*	*	2%	1%	1%	-	-	-	-	-	*
No	1579	293	43	120	351	503	260	4	4	117	1457	535	164	174	197	502	236	488	391	111	43	55	6	7	243
	76%	73%	78%	67%	75%	77%	82%	46%	44%	83%	75%	83%	79%	85%	86%	84%	75%	73%	79%	76%	74%	75%	74%	91%	76%
Prefer not to say	63	24	2	2	16	13	5	-	*	7	51	23	10	8	5	12	12	16	10	6	2	3	-	-	13
	3%	6%	4%	1%	3%	2%	2%	-	5%	5%	3%	4%	5%	4%	2%	2%	4%	2%	2%	4%	3%	5%	-	-	4%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 224

Which of the following options best describes how you think of yourself?

Base: All respondents

	Gender		Age							Social Grade				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land
Unweighted base	2091	1036	1050	250	381	324	354	339	443	521	608	469	493	170	87	222	175	182	147	104	193	303	284	160	64
Weighted base	2091	1019	1067	226	359	333	364	319	489	550	604	438	499	178	86	232	174	180	151	98	194	276	284	180	59
Heterosexual/ straight	1837	898	938	179	305	292	331	280	451	493	522	406	416	150	77	206	153	164	129	88	174	233	254	158	51
	88%	88%	88%	79%	85%	88%	91%	88%	92%	90%	86%	93%	83%	84%	90%	89%	88%	91%	86%	90%	90%	84%	89%	88%	88%
Lesbian/ gay woman	15	-	14	2	4	1	3	2	2	3	6	1	5	-	1	2	2	2	*	*	-	5	2	-	1
	1%	-	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%	-	1%	1%	1%	1%	*	*	-	2%	1%	-	2%
Gay man	53	53	-	3	16	11	10	10	3	9	19	5	20	13	3	4	2	6	4	-	4	10	4	2	-
	3%	5%	-	1%	4%	3%	3%	3%	1%	2%	3%	1%	4%	7%	3%	2%	1%	3%	3%	-	2%	4%	1%	1%	-
Bisexual	83	32	51	27	26	15	6	3	7	25	23	7	29	9	2	12	10	-	8	5	8	10	7	12	-
	4%	3%	5%	12%	7%	4%	2%	1%	1%	5%	4%	2%	6%	5%	2%	5%	6%	-	5%	5%	4%	4%	2%	7%	-
Prefer to self-describe	13	4	5	1	-	3	5	3	1	2	4	5	2	1	-	1	*	3	1	-	1	*	3	2	-
	1%	*	*	*	-	1%	1%	1%	*	*	1%	1%	*	1%	-	1%	*	2%	1%	-	1%	*	1%	1%	-
Prefer not to say	91	32	58	15	9	11	9	22	25	19	30	14	28	5	3	7	7	5	8	4	7	18	15	6	6
	4%	3%	5%	7%	3%	3%	2%	7%	5%	3%	5%	3%	6%	3%	3%	3%	4%	3%	5%	4%	3%	6%	5%	4%	11%

Openreach Consumer Poll
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Absolutes/col percents

Table 225

Which of the following options best describes how you think of yourself?

Base: All respondents

	Property ownership		Urban/rural		Working status							House person, housewife, husband etc.
	Total	Homeowners	Renters	Urban	Rural	NET: Working	Employed	Self-employed	Not working	Student	Retired	
Unweighted base	2091	1244	793	1692	399	1200	1065	135	193	112	465	121
Weighted base	2091	1419	640	1676	415	1237	1114	122	163	88	497	106
Heterosexual/ straight	1837 88%	1259 89%	552 86%	1462 87%	374 90%	1094 88%	986 88%	108 88%	128 79%	66 75%	455 91%	94 89%
Lesbian/ gay woman	15 1%	9 1%	5 1%	12 1%	3 1%	8 1%	8 1%	* *	1 *	1 2%	4 1%	1 1%
Gay man	53 3%	33 2%	20 3%	44 3%	8 2%	36 3%	33 3%	3 2%	10 6%	2 3%	5 1%	- -
Bisexual	83 4%	43 3%	36 6%	75 4%	8 2%	52 4%	48 4%	4 3%	13 8%	10 11%	7 1%	2 1%
Prefer to self-describe	13 1%	11 1%	2 *	5 *	7 2%	10 1%	8 1%	2 1%	* *	- -	1 *	1 1%
Prefer not to say	91 4%	64 5%	24 4%	77 5%	13 3%	37 3%	31 3%	6 5%	12 7%	9 10%	26 5%	8 8%

Openreach Consumer Poll
ONLINE Fieldwork: 16th to 17th May 2022

Absolutes/col percents

Table 226

Which of the following options best describes how you think of yourself?

Base: All respondents

	Type of property									Landlord or non-landlord		Working from home					Type of broadband connection							Don't have internet at home	Don't know
	Total	Fiat	Maisonette	Bungalow	Terraced house	Semi-detached house	Detached house	Caravan/Mobile home	Other	Landlord	Non-landlord	NET: Ever work at home	Every day	Most days	Some days	Never	DSL	FTTC	FTTP	Wireless	Satellite	Mobile	Other		
Unweighted base	2091	453	56	167	471	616	308	9	11	123	1959	609	203	183	223	591	310	650	489	147	53	73	11	9	349
Weighted base	2091	401	56	178	468	651	319	10	9	141	1939	642	208	204	230	595	315	669	494	145	58	73	8	8	321
Heterosexual/ straight	1837 88%	321 80%	51 91%	156 88%	431 92%	577 89%	285 90%	10 100%	6 68%	120 85%	1708 88%	559 87%	179 86%	178 87%	202 87%	535 90%	278 88%	575 86%	450 91%	136 94%	57 97%	60 82%	6 81%	6 82%	269 84%
Lesbian/ gay woman	15 1%	2 1%	1 2%	* *	1 *	7 1%	3 1%	-	1 6%	4 3%	10 1%	5 1%	2 1%	2 1%	2 1%	3 1%	1 *	6 1%	4 1%	-	-	2 2%	1 8%	-	2 1%
Gay man	53 3%	23 6%	-	8 4%	7 1%	13 2%	3 1%	-	-	3 2%	50 3%	20 3%	4 2%	10 5%	6 3%	16 3%	13 4%	19 3%	8 2%	1 1%	-	4 5%	1 11%	-	7 2%
Bisexual	83 4%	30 7%	3 6%	6 3%	14 3%	20 3%	10 3%	-	1 9%	7 5%	76 4%	32 5%	14 7%	8 4%	10 5%	20 3%	6 2%	28 4%	16 3%	3 2%	1 2%	4 5%	-	1 18%	23 7%
Prefer to self-describe	13 1%	4 1%	-	2 1%	-	6 1%	1 *	-	-	-	13 1%	6 1%	1 1%	2 1%	3 1%	4 1%	4 1%	7 1%	-	-	-	1 2%	-	-	-
Prefer not to say	91 4%	22 5%	1 1%	7 4%	16 3%	26 4%	18 6%	-	2 18%	6 4%	83 4%	20 3%	8 4%	4 2%	8 3%	17 3%	12 4%	33 5%	16 3%	5 4%	1 1%	3 4%	-	-	20 6%