

MOVINT 2 – SURVEY

MOBILE TELEPHONY

- Practically the entire population polled affirms to have a mobile phone and the majority uses it to receive or make calls, followed by the SMS service (mainly among the young people in order to communicate with the friends ...)
- Most of mobile telephony users declare to know the services that their company offers.
- A great part of mobile telephony users has chosen their mobile telephony company selecting the company that the people have to whom they often talk or as result of receiving the mobile phone as a gift so that they were not able to decide on the operator.
- In general, the mobile telephony users tend to prefer the prepaid system, particularly in the economically most dependent sectors of the population (disabled persons and young people). The adults, supposed to live more comfortable and with economic autonomy, seem to choose the contract. Both justify this election on the basis of a better cost control.
- More than half of the mobile telephony users make use of the mechanisms that the companies offer for the cost control (mainly among disabled persons).
- There is an ignorance among mobile telephony users about the following points:
 - Concepts including the cost of a call.
 - Whether their contract includes a clause of minimum permanence period.
 - The right to compensation because of a temporary service interruption.
 - What the steps are to make or cancel a contract of mobile telephony services.
 - About the maximum time that they can have a pre-paid card without recharging it.
 - What the maximum time is to active the service from the part of the operator.
 - That it is necessary to warn the telephone company before ending a contract.

Although more than half of the users assure to have the right of portability.

- The Information, Advertising, Contracting and Billing are considered by great part of the users as good or not too bad.

ABOUT INTERNET

- The great majority of those polled declares themselves as Internet user (most users are in the young people sector, and the sector with the fewest users is that of the disabled persons). E-mails and the search of information are the most used internet services.
- In general, the difference between those who make a comparative analysis among the companies at the moment of contracting an internet service and those who do not make it is very slight. (The data by sector is surprising; the young people do more comparisons than the adults).
- The home is the space where most internet users connect to internet followed by the work place.
- ADSL/DSL is the most used connection to connect to internet followed by cable and wireless nets being the flat rate the most used type.
- More than half of the users assess the information, advertising, contracting of their Internet service as not too bad-good.

- The excess of advertising, the security problems (virus, hackers...) and the confidentiality are the three main problems that identify the users at the time of using Internet.

THE PURCHASE IN THE NET

- More than half of the internet users have not carried out purchases in the Net due to the little reliability that this type of purchase gives them. (none of those polled in the sector of disabled persons has purchased in the Net)
- The products most bought in the Internet are Travels (tickets, hotels) and Culture (Books, magazines, tickets for shows...)
- The payment system most used in the online purchase is the Credit card (especially by adults) followed by the payment on delivery.
- That the company is known is one of the criteria that are most considered (especially by adults) at the time of choosing the virtual store from which it should be bought. Other criteria are:
 - The security.
 - The form of payment.
 - The simplicity of the payment system.
- Most of the people who make their purchases by Internet say that they pay attention on the country where the virtual store is based.
- Almost half of the Internet users does not know which are the indicators that inform that we access a safe website.

<h3>C.- QUESTIONS FOR BOTH SERVICES: MOBILE TELEPHONY AND INTERNET</h3>
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- Most of mobile telephony and Internet users do not know if their company-operator has provided them a written contract and a high percentage of users who affirm to have a contract have not read it.
- There is a general ignorance about their rights/obligations as consumer of mobile and Internet services.
- Most of users feel unprotected against mobile telephony and Internet companies (to emphasize the high degree of defencelessness that feels the adult population).
- More than half of the users have not had problems at the time of making or cancelling a contract of mobile telephony or Internet service. It has to be emphasized that the most frequent problem has occurred when cancelling a contract: there are more requirements when cancelling a contract and after the cancellation the invoicing has continued).
- The minority of users keep their contractual relations voucher (especially among the young people).
- Almost half of the users affirm that they usually read the information that appears in their mobile telephony and Internet invoices.
- Great part of the users has used and gone in first instance to the operator's customer attention service to make a claim. Generally, they had to call between 2 and 5 times and to be to the phone between 5 and 30 minutes to make the claim.

- In relation to Internet, the users think that it would be due to improve, among others, the following aspects::
 - More speed of connection.
 - Less advertising
 - Lower tariffs

- In relation to the mobile Telephony, the users think that, among others, the following aspects would be due to be improved:
 - Better coverage.
 - That in the customer attention service there are people instead of machines.
 - Lower tariffs.