

## Contents

Main results.....	1
Internet usage.....	2
Broadband.....	4
Security facilities.....	4
Sales and purchases.....	5
Interaction with governmental bodies.....	6
Methodological notes.....	7

## Internet usage

### by individuals and enterprises

*Morag Ottens*

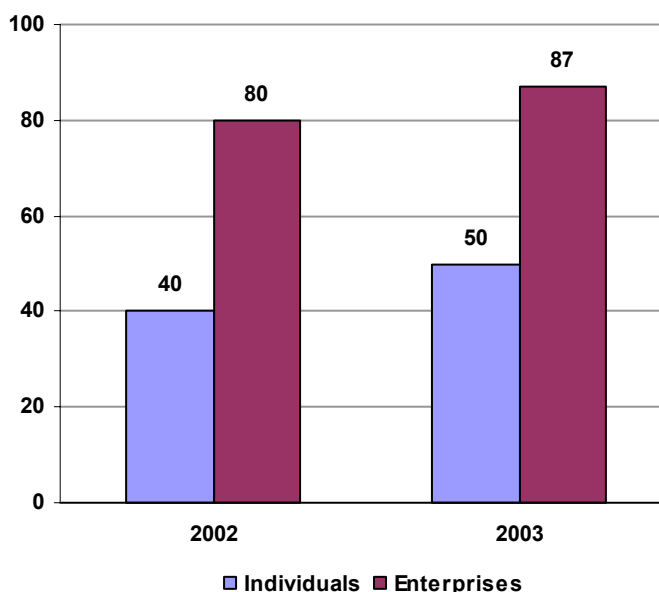
Information and Communication Technologies (ICTs) are one of the important dynamic forces for growth in modern economies. The term ICT encompasses both information technology such as hardware and software as well as communication equipment and services. The “eEurope 2005 Action Plan – an information society for all” is an instrument designed to encourage the use of ICTs. The eEurope initiative is part of the strategy devised by European Heads of State at the Lisbon Summit in March 2000 to make the European Union the most competitive and dynamic knowledge-based society. This Action Plan is based on two groups of actions. On the one hand it aims to stimulate services, applications and content (on-line public services and e-commerce), on the other hand improving underlying communications infrastructure – broadband and security matters.

This edition of Statistics in Focus introduces some of this key data from two years of pilot surveys in households and enterprises on ICT usage.

A few of the points to be noted are:

- from the data available, Nordic countries have greater ICT usage at individual and enterprise level;
- purchasing through Internet is generally more popular than selling both for individuals and enterprises;
- there is a large discrepancy between Member States in the penetration and use of newer technology such as broadband and the use of the Internet to interact with public authorities.

Figure 1: Internet usage in EU15 in 2002 and 2003 (%)\*



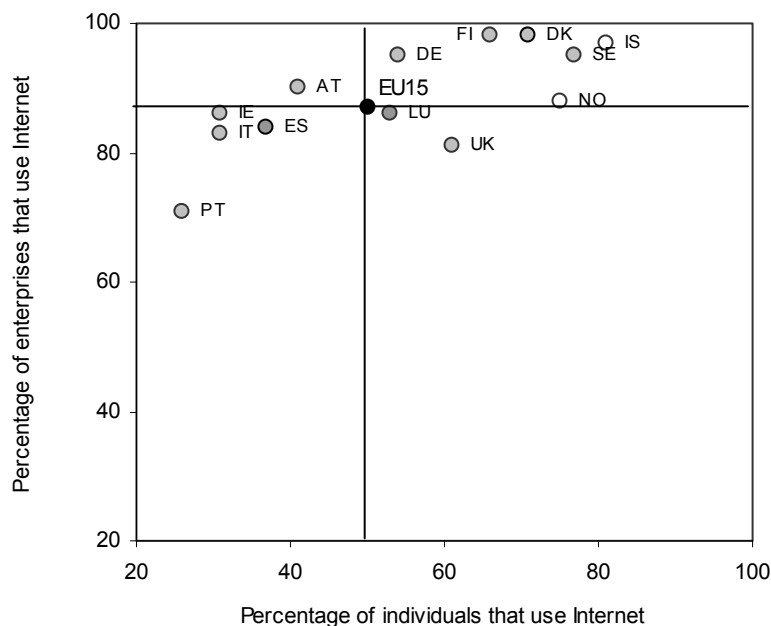
\*excluding: individuals – BE, FR, IE, NL for 2002 and BE, FR, NL for 2003; enterprises – BE, FR for 2002 and EL, FR for 2003.

Source: Survey on ICT usage in households, Eurostat.  
Source: Survey on ICT usage in enterprises, Eurostat.



## Internet usage

Figure 2: Internet usage in 2003 (%)\*



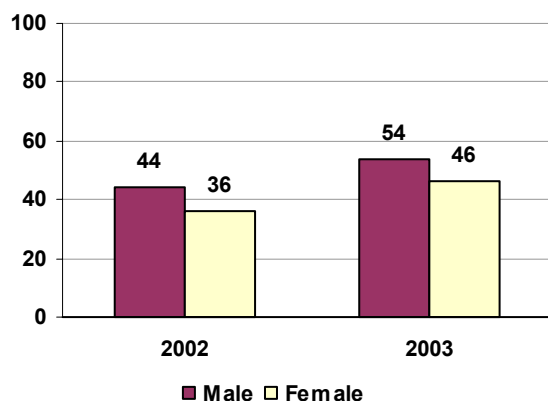
\*excluding: BE, EL, FR, NL.

Figure 2 shows a comparison of Internet usage by individuals and by enterprises in several European countries. The horizontal axis shows that in 2003 half the population (50%) between 16-74 used the Internet. The average percentage of enterprises using the Internet in the same year was 87%, as seen by the vertical axis. The Nordic countries can be seen to have a high density of Internet usage at enterprise as well as at individual level.

Figure 3 shows, from the data available, the difference in Internet usage between males and females. Although usage has increased for both, the gap in usage between genders remains the same.

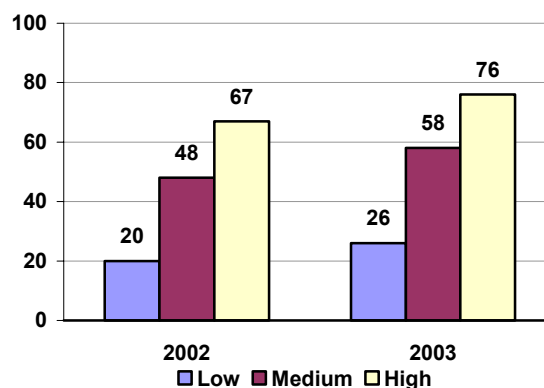
Those with a high level of education used Internet the most. There is a widening gap between those with lower and higher education (see figure 4).

Figure 3: Internet usage by individuals by sex EU15 (%)\*



\*excluding: IE for 2002 and BE, FR, NL for 2003.

Figure 4: Internet usage by individuals by education level# EU15 (%)\*



#see methodological notes, page 7.

\*excluding: BE, FR, IE, NL for 2002 and BE, FR, NL for 2003.

## Internet usage

Table 1a-c: Internet usage by individuals (%)

	EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO
<b>Table 1a: Total Internet usage by individuals in 2002 and 2003</b>																		
<b>2002</b>	40	:	64	49	15	20	:	:	28	40	:	37	17	62	71	56	:	:
<b>2003</b>	50	:	71	54	16	37	:	31	29	53	:	41	26	66	77	61	81	75
<b>Table 1b: Internet usage by individuals by sex in 2002 and 2003</b>																		
<b>2002</b>																		
<b>M</b>	44	:	69	54	18	23	:	:	33	45	:	41	19	64	73	59	:	:
<b>F</b>	36	:	60	44	12	18	:	:	23	35	:	32	16	61	68	54	:	:
<b>2003</b>																		
<b>M</b>	54	:	74	58	19	40	:	31	34	57	:	47	29	68	81	64	83	80
<b>F</b>	46	:	68	49	13	34	:	30	24	48	:	36	23	64	72	57	80	69
<b>Table 1c: Internet usage by individuals by education level in 2002 and 2003</b>																		
<b>2002</b>																		
<b>L</b>	20	:	49	36	4	7	:	:	12	17	:	21	9	60	50	27	:	:
<b>M</b>	48	:	67	44	21	32	:	:	46	48	:	40	51	81	73	64	:	:
<b>H</b>	67	:	81	63	39	46	:	:	66	84	:	68	65	90	89	85	:	:
<b>2003</b>																		
<b>L</b>	26	:	57	40	4	15	:	12	10	26	:	22	15	64	62	27	74	47
<b>M</b>	58	:	73	54	21	56	:	36	43	63	:	44	67	85	77	67	83	72
<b>H</b>	76	:	85	72	45	69	:	57	63	85	:	79	78	95	90	87	96	90

\*excluding: BE, FR, IE, NL for 2002.

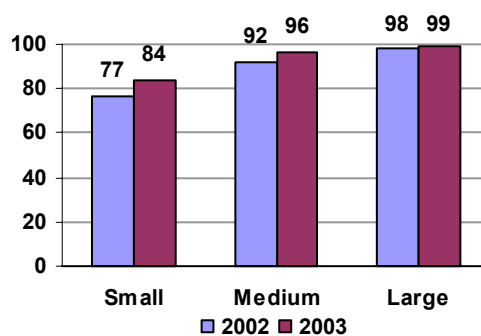
Table 2: Internet usage by enterprises (%)

	EU15*	BE	DK	DE	EL	ES	FR <sup>#</sup>	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO
<b>Internet usage in enterprises sector by size of enterprises in 2002 and 2003</b>																		
<b>2002</b>																		
<b>10+</b>	80	:	95	84	64	82	83	83	74	78	85	85	69	96	95	74	:	82
<b>10-49</b>	77	:	94	82	63	80	80	80	72	77	84	82	64	95	94	70	:	80
<b>50-249</b>	92	:	99	90	91	94	94	94	89	83	91	96	91	99	99	91	:	95
<b>250+</b>	98	:	100	98	96	98	99	96	95	96	95	100	98	100	100	97	:	96
<b>2003</b>																		
<b>10+</b>	87	92	98	95	:	84	:	86	83	86	86	90	71	98	95	81	97	88
<b>10-49</b>	84	90	96	94	:	79	:	83	82	83	84	87	66	97	94	77	97	87
<b>50-249</b>	96	98	99	98	:	93	:	96	96	93	94	98	87	100	100	94	99	96
<b>250+</b>	99	98	99	98	:	99	:	99	98	99	97	100	97	100	100	99	100	99

\*excluding: BE for 2002 and EL, FR for 2003.

<sup>#</sup>also includes NACE C, E, 64, 92.1 + 92.2.

Figure 5: Internet usage in enterprises by size of enterprises – EU15 (%)<sup>\*#</sup>



\*excluding: BE for 2002 and EL, FR for 2003.

<sup>#</sup>NACE coverage: sections DGHJK; in 2002 division 67 was included for EL, ES, LU, NL, AT, PT, FI, SE, UK; in 2003 section F and groups 92.1, 92.2 were included.

## Broadband

Table 3: Use of broadband connection in 2003 (%)

EU15*	BE	DK <sup>#</sup>	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO <sup>+</sup>	
<b>Households</b>																		
9	:	25	9	1	:	:	1	:	7	:	10	8	12	:	11		22	
<b>Enterprises</b>																		
41	51	75	46	:	54	:	20	33	46	39	51	27	69	64	30		22	49

\*excluding: households – BE, ES, FR, IT, NL, SE; enterprises – EL, FR. <sup>#</sup>excludes wireless broadband. <sup>+</sup>includes LAN.

The objective of the eEurope 2005 Action Plan is to stimulate secure services, ICT application and e-content, based on a widely available broadband infrastructure.

Broadband is a service or connection allowing a considerable amount of information to be conveyed. For the purpose of these surveys, broadband is defined through technology (xDSL, ADSL, SDSL etc) or a bandwidth greater than 2Mb/s. Broadband ensures a speedier transmission of data than the traditional dial up phone connection. In 2003, an average of 9% of EU15 surveyed households used a broadband connection. 41% of surveyed enterprises reported a broadband connection. From the data available, the Nordic countries of Denmark, Finland and Sweden had the highest penetration level of broadband.

The more computers and networks become an essential part of business and daily life, the more security becomes a necessity. Security has therefore become a key enabler for e-business and a pre-requisite for privacy

Whilst 16% of surveyed individuals in households reported they that had installed security facilities in the last three months, 19% updated an existing virus checking program. This reflects the flow of uptake of security technology by private persons.

The enterprise survey, on the other hand, surveys the number enterprises which use security facilities overall. Again the Nordic countries report a large use of security precautions.

## Security facilities

Table 4: Individuals who have taken ICT security precautions in 2003 (%)

EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO	
<b>Installed a virus checking program</b>																		
16	:	18	16	7	:	:	6	:	31	:	12	7	14	20	20		25	19
<b>Updated a virus checking program</b>																		
19	:	40	18	5	:	:	6	:	30	:	13	8	23	31	22		31	33
<b>Used on-line authentication (password, PIN, digital signature) on the Internet</b>																		
19	:	42	15	3	:	:	6	:	22	:	9	5	50	43	23		56	54

\*excluding: BE, FR, ES, IT, NL.

Table 5: Enterprises which have taken ICT security precautions in 2003 (%)<sup>#</sup>

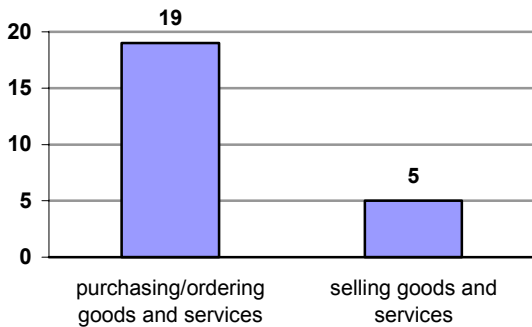
EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO
73	89	94	:	:	40	:	45	83	82	83	88	65	95	93	:	92	85

\*excluding: DE, EL, FR, UK.

<sup>#</sup>firewalls, encryption for confidentiality, off-site data backup, authentication mechanism, virus checking or protection software, subscription to a security service.

## Sales and purchases

Figure 6: Internet usage for sales and purchasing by individuals in 2003 – EU15 (%)\*



\*excluding: BE, FR, IT, NL.

Figure 7: Internet usage for sales and purchasing in enterprises in 2002 – EU15 (%)\*



\*excluding: for purchasing/ordering – DE, EL, FR, LU, FI;  
for selling – EL, FR, NL, FI.  
Those enterprises where e-commerce accounts for at least 1% of total.

e-commerce offers new models for buying, selling and providing customer service, which are re-defining traditional relationships between buyers and sellers. There is a marked preference by both enterprises and individuals to order and purchase rather than to sell goods and services over the Internet.

In 2003 the enterprise survey collected responses from those enterprises which estimated that e-commerce accounted for more than 1% of their business transactions in the previous year. The household survey, on the other hand, had no such threshold, but respondents were asked to give information on buying and selling over a period of three months. Hence the reference periods of 2002 and 2003 for enterprises and households respectively.

Table 6: e-commerce by individuals – 2003 (%)

EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS <sup>#</sup>	NO
<b>Usage of Internet by individuals for purchasing / ordering goods or services (excl. shares / financial services)</b>																	
19	:	16	22	1	6	:	6	:	22	:	9	3	16	23	31	20	27
<b>Usage of Internet by individuals for selling goods and services (eg. via auctions)</b>																	
5	:	6	10	0	2	:	1	:	6	:	2	1	5	5	4	8	3

\*excluding: BE, FR, IT, NL. <sup>#</sup>for private use only.

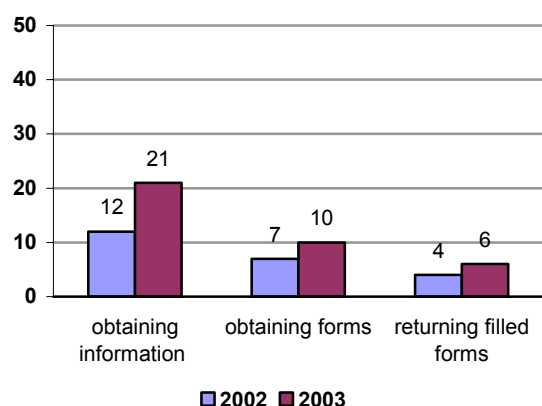
Table 7: e-commerce by enterprises – 2002 (%)

EU15*	BE	DK	DE	EL <sup>#</sup>	ES	FR	IE	IT	LU	NL <sup>#</sup>	AT	PT	FI	SE	UK	IS	NO
<b>Enterprises having purchased via Internet (at least 1%)</b>																	
12	20	21	11	:	3	:	22	3	14	21	21	8	15	23	19	12	20
<b>Enterprises having received orders via Internet (at least 1%)</b>																	
7	15	15	9	:	1	:	11	2	11	19	10	3	15	10	9	7	13

\*excluding: EL, FR. <sup>#</sup>all electronic networks.

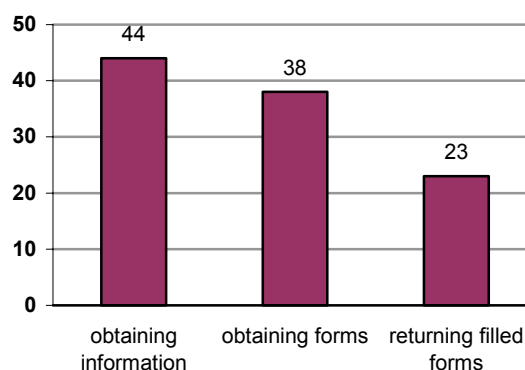
## Interaction with governmental bodies

**Figure 8: Internet usage by individuals for interaction with public authorities – EU15 (%)\***



\*excluding: BE, ES, FR, IE, IT, NL for 2002 and BE, FR, IT, NL for 2003; downloading and sending filled forms UK for 2002.

**Figure 9: Internet usage by enterprises for interaction with public authorities, 2003 – EU15 (%)\***



\*excluding: EL, FR.

Interaction with governmental bodies, named e-government, is one of the main goals of the eEurope 2005 Action Plan. This states that action on e-government is designed to foster the development of new services. The main goal is to provide better and cheaper services to citizens and enterprises from public authorities.

Between 2002 and 2003 there was a growth in the usage of the Internet by individuals for interactions with public authorities. The relatively large growth of those obtaining information from the authorities is however not mirrored in a similar growth for those downloading or sending in filled official forms. Interaction with public authorities is much more pronounced with enterprises than with individuals.

**Table 8: Internet usage by individuals for interaction with public authorities (%)**

	EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO
<b>obtaining information</b>																		
<b>2002</b>	12	:	35	14	4	:	:	:	:	15	:	8	3	31	40	6	:	:
<b>2003</b>	21	:	39	23	6	19	:	10	:	25	:	14	10	39	41	19	49	43
<b>obtaining forms</b>																		
<b>2002</b>	7	:	11	7	0	:	:	:	:	5	:	5	0	12	23	:	:	:
<b>2003</b>	10	:	15	12	2	10	:	7	:	17	:	11	5	16	23	8	41	23
<b>returning filled forms</b>																		
<b>2002</b>	4	:	14	3	1	6	:	:	:	5	:	3	0	4	11	:	:	:
<b>2003</b>	6	:	14	7	3	6	:	5	:	11	:	5	5	9	12	4	39	13

\*excluding: BE, FR, IT, NL and ES for obtaining information and forms for 2002, IE for 2002, UK for obtaining forms and returning filled forms for 2002.

**Table 9: Internet usage by enterprises for interaction with public authorities in 2003 (%)**

	EU15*	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	IS	NO
<b>obtaining information</b>																		
	44	59	64	31	:	43	:	56	68	60	39	65	46	86	85	26	86	51
<b>obtaining forms</b>																		
	38	40	56	28	:	40	:	45	53	50	34	73	40	79	83	20	73	44
<b>returning filled forms</b>																		
	23	24	37	14	:	29	:	25	35	24	24	43	44	55	41	8	63	24

\*excluding: EL, FR.

## ➤ ESSENTIAL INFORMATION – METHODOLOGICAL NOTES

### Survey on ICT usage in households.

In 2002, 97 192 households and 153 000 individuals were surveyed in Member States.

In 2003, 60 000 households and 88 000 individuals were surveyed.

*Sampling unit:* households and individuals.

*Lower age limit for survey of individuals:* 16 years

*Upper age limit for survey of individuals:* 74 years.

*Reference period:* first quarter of 2002 and 2003.

*Weighting of results:* results have generally been weighted by the number of households and the number of individuals. EU15 data calculations were also carried out using the same weighting procedure from data available.

*Education level:*

- low: (ISCED 1 and 2) primary education and lower secondary education, these two steps normally represent compulsory education;
- medium: (ISCED 3 and 4) upper secondary education and post secondary non-tertiary education, this level generally begins at the end of compulsory education;
- high: (ISCED 5 and 6) tertiary programmes which normally require the successful completion of ISCED 3 or 4 and second stage tertiary education that leads to an advanced research qualification.

Individual level data relates to the 3 months prior to the survey.

*Data extracted on:* 10 March 2004

### Survey on ICT usage in enterprises.

In 2002, 61 055 enterprises were surveyed and in 2003 66 162 enterprises were surveyed in participating Member States.

*Reference period:* January 2002 and/or the year 2001 for 2002 survey and January 2003 and/or the year 2002 for 2003 survey.

*Weighting of results:* results have generally been weighted by the number of enterprises. Information on purchases and sales have generally been weighted using purchases and turnover.

*Size coverage:* enterprises with 10 persons employed or more.

*Size class breakdowns:*

small enterprises – 10-49 persons employed,  
medium-size enterprises – 50-249 persons employed,  
large enterprises – 250 and more persons employed.

*NACE Section breakdowns coverage*

For 2002 and 2003 surveys:

D – manufacturing,  
G – distributive trades,  
H – hotels and accommodation  
I – transport and communication,  
K – real estate, renting and business activities.

For 2002 survey only:

J – (division 67 only) – activities auxiliary to financial intermediation;  
except NL (divisions 65 – 67) – financial intermediation.

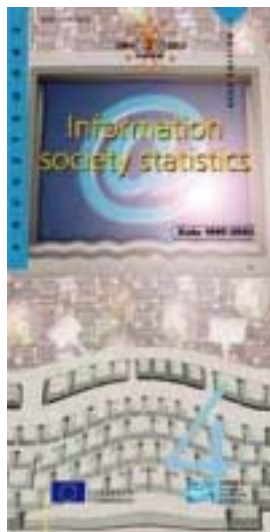
For 2003 survey only:

F – construction,  
O – (groups 92.1 – 92.2 only) – motion picture and video activities,  
radio and television activities.

*Data extracted on:* 10 March 2004

### Pocketbook 1997-2002

Third edition of the statistical pocketbook on the Information Society provides an overview on key data on the Information Society in the European Union. Compared to previous editions it contains a much more comprehensive set of statistics on the Candidate Countries.



# Further information:

## ➤ Databases

NewCronos, Theme 4, Domaine: infococ

To obtain information or to order publications, databases and special sets of data, please contact the **Data Shop** network:

DANMARK	DEUTSCHLAND	ESPAÑA	FRANCE	ITALIA – Roma
<b>DANMARKS STATISTIK</b> Bibliotek og Information Eurostat Data Shop Sejrogade 11 DK-2100 KØBENHAVN Ø Tlf. (45) 39 17 30 30 Fax (45) 39 17 30 03 E-mail: bib@dst.dk URL: <a href="http://www.dst.dk/bibliotek">http://www.dst.dk/bibliotek</a>	Statistisches Bundesamt Eurostat Data Shop Berlin Otto-Braun-Straße 70-72 (Eingang: Karl-Marx-Allee) D-10178 Berlin Tel. (49) 1888-644 94 27/28 (49) 611 75 94 27 Fax (49) 1888-644 94 30 E-Mail: <a href="mailto:datashop@destatis.de">datashop@destatis.de</a> URL: <a href="http://www.eu-datashop.de/">http://www.eu-datashop.de/</a>	INE Eurostat Data Shop Paseo de la Castellana, 183 Despacho 011B Entrada por Estébanez Caldeón E-28046 MADRID Tel. (34) 915 839 167/ 915 839 500 Fax (34) 915 830 357 E-mail: <a href="mailto:datashop@ine.es">datashop@ine.es</a> URL: <a href="http://www.ine.es/produser/datashop/index.html">http://www.ine.es/produser/datashop/index.html</a> Member of the MIDAS Net	INSEE Info Service Eurostat Data Shop 195, rue de Bercy Tour Gamma A F-75582 PARIS CEDEX 12 Tél. (33) 1 53 17 88 44 Fax (33) 1 53 17 88 22 E-mail: <a href="mailto:datashop@insee.fr">datashop@insee.fr</a> Member of the MIDAS Net	ISTAT Centro di informazione statistica Sede di Roma Eurostat Data Shop Via Cesare Balbo, 11a I-00184 Roma Tel. (39) 06 46 73 32 28 Fax (39) 06 46 73 31 01/ 07 E-mail: <a href="mailto:datashop@istat.it">datashop@istat.it</a> URL: <a href="http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html">http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html</a> Member of the MIDAS Net
ITALIA – Milano	NEDERLAND	PORTUGAL	SUOMI/FINLAND	SVERIGE
ISTAT Ufficio Regionale per la Lombardia Eurostat Data Shop Via Fieno 3 I-20123 MILANO Tel. (39) 02 80 61 32 460 Fax (39) 02 80 61 32 304 E-mail: <a href="mailto:mileuro@tin.it">mileuro@tin.it</a> URL: <a href="http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html">http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html</a> Member of the MIDAS Net	Centraal Bureau voor de Statistiek Eurostat Data Shop - Voorburg Postbus 4000 NL-2270 JM VOORBURG Nederland Tel. (31) 70 337 49 00 Fax (31) 70 337 59 84 E-mail: <a href="mailto:datashop@cbs.nl">datashop@cbs.nl</a> URL: <a href="http://www.cbs.nl/eurodatashop">www.cbs.nl/eurodatashop</a>	Eurostat Data Shop Lisboa INE/Serviço de Difusão Av. António José de Almeida, 2 P-1000-043 LISBOA Tel. (351) 21 842 61 00 Fax (351) 21 842 63 64 E-mail: <a href="mailto:data.shop@ine.pt">data.shop@ine.pt</a>	Statistics Finland Eurostat Data Shop Helsinki Tilastokirjasto PL 2B FIN-00022 Tilastokeskus Työpajakatu 13 B, 2 Kerros, Helsinki P. (358) 9 17 34 22 21 F. (358) 9 17 34 22 79 Sähköposti: <a href="mailto:datashop@stat.fi">datashop@stat.fi</a> URL: <a href="http://www.tilastokeskus.fi/tk/kk/datashop/">http://www.tilastokeskus.fi/tk/kk/datashop/</a>	Statistics Sweden Information service Eurostat Data Shop Karlavägen 100 - Box 24 300 S-104 51 STOCKHOLM Tfn (46) 8 50 69 48 01 Fax (46) 8 50 69 48 99 E-post: <a href="mailto:infoservice@scb.se">infoservice@scb.se</a> URL: <a href="http://www.scb.se/templates/Standard_22884.asp">http://www.scb.se/templates/Standard_22884.asp</a>
UNITED KINGDOM	NORGE	SCHWEIZ/SUISSE/SVIZZERA	UNITED STATES OF AMERICA	
Eurostat Data Shop Office for National Statistics Room 1.015 Cardiff Road Newport South Wales NP10 8XG United Kingdom Tel. (44) 1633 81 33 69 Fax (44) 1633 81 33 33 E-mail: <a href="mailto:eurostat.datashop@ons.gov.uk">eurostat.datashop@ons.gov.uk</a>	Statistics Norway Library and Information Centre Eurostat Data Shop Kongens gate 6 Boks 8131 Dep. N-0033 OSLO Tel. (47) 21 09 46 42 / 43 Fax (47) 21 09 45 04 E-mail: <a href="mailto:Datashop@ssb.no">Datashop@ssb.no</a> URL: <a href="http://www.ssb.no/biblioteket/datashop/">http://www.ssb.no/biblioteket/datashop/</a>	Statistisches Amt des Kantons Zürich Eurostat Data Shop Bleichenweg 5 CH-8090 Zürich Tel. (41) 1 225 12 12 Fax (41) 1 225 12 99 E-mail: <a href="mailto:datashop@statistik.zh.ch">datashop@statistik.zh.ch</a> URL: <a href="http://www.statistik.zh.ch">http://www.statistik.zh.ch</a>	Harver Analytics Eurostat Data Shop 60 East 42nd Street Suite 3310 NEW YORK, NY 10165 USA Tel. (1) 212 986 93 00 Fax (1) 212 986 69 81 E-mail: <a href="mailto:eurodata@haver.com">eurodata@haver.com</a> URL: <a href="http://www.haver.com/">http://www.haver.com/</a>	

### Media Support Eurostat (for professional journalists only):

Bech Building Office A4/017 • L-2920 Luxembourg • Tel. (352) 4301 33408 • Fax (352) 4301 35349 • e-mail: [eurostat-mediasupport@cec.eu.int](mailto:eurostat-mediasupport@cec.eu.int)

### For information on methodology:

Morag Ottens, Eurostat / D7, L-2920 Luxembourg, Tel. (352) 4301 32021, Fax (352) 4301 34359,

E-mail: [Morag.Ottens@cec.eu.int](mailto:Morag.Ottens@cec.eu.int)

The SIF has been produced in close collaboration with Ms Monika Mroczek-Kwasizur, Central Statistical Office, Warsaw, Poland

ORIGINAL: English

Please visit our web site at [www.europa.eu.int/comm/eurostat/](http://www.europa.eu.int/comm/eurostat/) for further information!

A list of worldwide sales outlets is available at the **Office for Official Publications of the European Communities**.

2 rue Mercier – L-2985 Luxembourg  
Tel. (352) 2929 42118 Fax (352) 2929 42709  
URL: <http://publications.eu.int>  
E-mail: [info-info-opoce@cec.eu.int](mailto:info-info-opoce@cec.eu.int)

BELGIQUE/BELGIË – DANMARK – DEUTSCHLAND – GREECE/ELLADA – ESPAÑA – FRANCE – IRELAND – ITALIA – LUXEMBOURG – NEDERLAND – ÖSTERREICH  
PORTUGAL – SUOMI/FINLAND – SVERIGE – UNITED KINGDOM – ISLAND – NORGE – SCHWEIZ/SUISSE/SVIZZERA – BALGARIJA – ČESKÁ REPUBLIKA – CYPRUS  
EESTI – HRVATSKA – MAGYARORSZÁG – MALTA – POLSKA – ROMÂNIA – RUSSIA – SLOVAKIA – SLOVENIA – TÜRKIYE – AUSTRALIA – CANADA – EGYPT – INDIA  
ISRAËL – JAPAN – MALAYSIA – PHILIPPINES – SOUTH KOREA – THAILAND – UNITED STATES OF AMERICA

## Order form

I would like to subscribe to Statistics in focus (from 1.1.2004 to 31.12.2004):

(for the Data Shop and sales office addresses see above)

All 9 themes (approximately 200 issues)

Paper: EUR 240

Language required:  DE  EN  FR

Statistics in focus can be downloaded (pdf file) free of charge from the Eurostat web site. You only need to register. For other solutions, contact your Data Shop.

Please send me a free copy of 'Eurostat mini-guide' (catalogue containing a selection of Eurostat products and services)

Language required:  DE  EN  FR

I would like a free subscription to 'Statistical References', the information letter on Eurostat products and services

Language required:  DE  EN  FR

Mr  Mrs  Ms

(Please use block capitals)

Surname: \_\_\_\_\_ Forename: \_\_\_\_\_

Company: \_\_\_\_\_ Department: \_\_\_\_\_

Function: \_\_\_\_\_

Address: \_\_\_\_\_

Post code: \_\_\_\_\_ Town: \_\_\_\_\_

Country: \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Payment on receipt of invoice, preferably by:

Bank transfer

Visa  Eurocard

Card No: \_\_\_\_\_ Expires on: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please confirm your intra-Community VAT number:

If no number is entered, VAT will be automatically applied. Subsequent reimbursement will not be possible.