

## The Telecoms Single Market – A Youth Perspective

### Background

The “Connected Continent” legislative package recently adopted by the European Commission (EC) could present an opportunity for young Europeans to become more mobile and more connected across borders within the EU. ThinkYoung recognised the need to create awareness about the EC’s proposal and to give young EU citizens a voice on this issue. As a result, ThinkYoung conducted a survey entitled “Goodbye Roaming Charges?” aimed at identifying young Europeans’ perceptions on key aspects of this draft legislation related to net neutrality and roaming charges.

### Our research

Responses were gathered from EU citizens aged 18-34 during October and November 2013. A total of **1,040** respondents answered the questionnaire which focused on mobile communication habits and preferences, as well as perceptions on roaming fees and net neutrality. The key findings, represented in the infographic below, are:

- **93% of young Europeans currently feel restricted in terms of mobile communication and connectivity** when travelling in the EU due to the associated high costs of using their mobile device.
- The difference in terms of mobile usage is most apparent in terms of data roaming as **only 36% of European youth use mobile internet abroad (EU member states) compared to 86% at home.**
- An increase in domestic tariffs in exchange for an end to roaming charges is opposed by the majority (52%) of young Europeans.
- **4 out of 5 young Europeans rate unrestricted internet access as important** and 29% did not know whether their current mobile phone tariff included any restrictions of P2P and/or VoIP services.
- **79% of European youth are in favour of strengthening the EU’s regulatory powers** in the telecoms sector in order to guarantee fair prices and to harmonise the internal market.

### ThinkYoung

ThinkYoung is the first think tank to focus on young people. It was founded in 2007 and has expanded to have offices in Brussels, Geneva and Hong Kong. It is a non-profit-organisation which aims to make the world a better place for young people by involving them in decision making processes and by providing decision makers with high quality research studies on youth’s perceptions and conditions.

ThinkYoung carries out research studies, produces documentaries and drafts policy proposals focusing on five fields of action: entrepreneurship, education, EU-Asia relations, EU enlargement and environment.

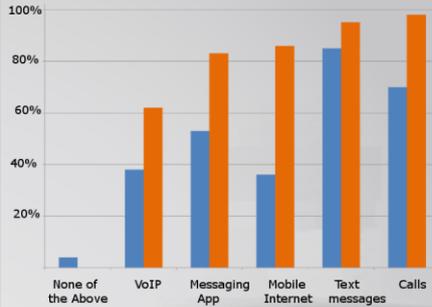
### For more information:

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# THE TELECOMS SINGLE MARKET A YOUTH PERSPECTIVE

Mobile Usage Comparison

Home  
Abroad



**93%**  
FEEL RESTRICTED IN TERMS  
OF MOBILE COMMUNICATION  
AND CONNECTIVITY WHEN  
ABROAD

“ I try to limit the use of my mobile to the minimum to avoid unpleasant surprises when receiving my next phone bill. I cannot be confident in terms of how much exactly I need to pay. ”

*Full-time employed, age 28, Estonia*

“ When you can literally jog to another country, I find it unbelievable I have to check my 3G is not on to avoid high charges. I also need multiple subscriptions with different numbers to avoid these charges. ”

*Student, age 23, Finland*

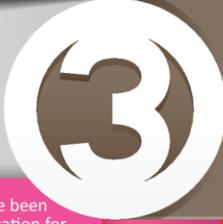
**ONLY 36%**

USE MOBILE INTERNET  
ABROAD COMPARED TO  
86% AT HOME



“ I don't think it's fair for an ISP to decide what a user can and can't do on his/her device. If the user is paying for the service, the user should be able to do what he/she wants. ”

*Self-employed, age 31, Germany*



**4 OUT OF 5**

RATE UNRESTRICTED  
INTERNET ACCESS AS  
IMPORTANT

“ It is the year 2013 and we have been living in the age of telecommunication for quite some time now, the unrestricted use of mobile phones to affordable prices is hence key to the functioning and growing together of the EU. ”

*Full-time employed, age 28, Germany*

**79%**

ARE IN FAVOUR OF  
STRENGTHENING THE EU'S  
REGULATORY POWERS IN THE  
TELECOMS SECTOR.



Awareness of Telecoms Single Market Proposal



*Think Young*  
We lobby for young people