

Communication sector in New Member States and Candidate Countries

Statistics in focus

INDUSTRY, TRADE
AND SERVICES

28/2004

Author
Martti Lumio

Contents

Key facts	1
Telecommunication turnover and employment	2
Telecommunication traffic	2
Subscribers to Telecommunication networks	3
Operators development.....	4
Internet hosts	4
Economic data in Postal and Courier services.....	5
Postal services infrastructure .	5
Postal services.....	6

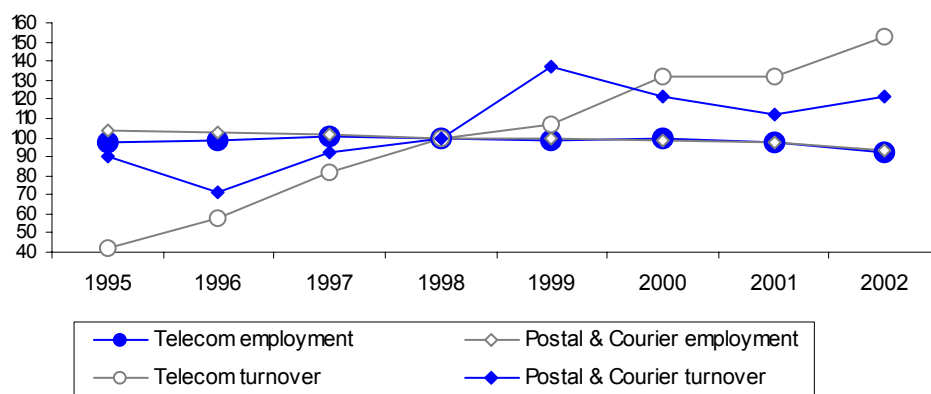


EU
eurostat



Manuscript completed on: 9.06.2004
ISSN 1561-4840
Catalogue number: KS-NP-04-028-EN-N
© European Communities, 2004

Graph 1: Turnover (in current prices) and employment in Telecom and Postal & Courier activities in NMSs and CCs (index 1998=100), 1995-2002



Notes: NMS/CC aggregate is a Eurostat estimate for all the years. *Telecom Turnover*: BG (1995) is missing. *Postal & Courier activities Turnover*: NM S/CC aggregate excludes: MT (all years), LV and LT (1995), PL (all years) and RO (1995 and 1996). Data excludes Courier activities for CZ, SI, TR (all years). *Postal & Courier activities Employment*: Data excludes Courier activities for LV and LT (1995), CZ, MT, PL and SI (all years), BG and RO (1995-1997) and TR (all years). Average employment data is used for EE (1995-1998); RO (1998) and TR (1996-2002).

KEY FACTS

- Between 1995 and 2002, turnover in current prices from telecommunication services in the New Member States (NMSs)¹ more than tripled (from 4 401 to 13 939 Mio euro) and in the Candidate Countries (CCs)² it increased almost five times (from 1 812 to 8 565 Mio euro). Employment showed a slight downward trend.
- In NMSs there were some 70 times more mobile subscriptions in 2002 than in 1995 while the number of main lines grew by 65%. In the CCs mobile subscriptions increased more than a hundred times and the number of main lines by 40%. In the EU-15, where the market was more mature, growth was slower – mobile subscriptions rose 14 times and main lines registered a 16% increase.
- In 2003 the average number of Internet hosts per 100 inhabitants in the New Member States and Candidate Countries was 2.3 and 0.5, respectively. In the EU-15 the figure was 4.3 but the average annual growth from 2001 to 2003 in NMSs and CCs was much higher than in the EU-15 (25%, 60% and 14%, respectively).
- Turnover from Postal services per 10 000 inhabitants between 1995 and 2002 revealed opposite development in New Member States and Candidate Countries: in NMSs it increased 29% to 401 800 euro but in CCs it decreased 37% to 62 300 euro.
- From 1998 to 2002, the average number of letter post items and postal parcels per 100 inhabitants increased by almost 15% in the NMSs but decreased by 11% in the CCs.

(1) The New Member States are: the Czech Republic, Estonia, Cyprus, Latvia, Lithuania, Hungary, Malta, Poland, Slovenia and Slovakia.

(2) The Candidate Countries are: Bulgaria, Romania and Turkey.

Data: Source Eurostat unless mentioned.

TELECOMMUNICATION TURNOVER AND EMPLOYMENT

Between 1995 and 2002, the average annual growth of **turnover** from telecommunication services was higher in the New Member States and Candidate Countries than in the EU-15, 17.9% and 24.8% against 14.7% (1995-2001), respectively. In 2002 the total turnover in the NMSs reached 13 939 Mio euro and in the CCs 8 565 Mio euro, whereas in EU-15 (in 2001) it was 312 276 Mio euro.

On the other hand, during the period 1995-2002, **employment** from telecommunication services in the NMSs and CCs showed a slight downward trend.

TELECOMMUNICATION TRAFFIC

Table 1: Telecommunication traffic

	International calls (Mio minutes) incoming			International calls (Mio minutes) outgoing			National calls (Mio minutes)			1 000 minutes of total calls per 100 inhabitants		
	1995	1998	2002	1995	1998	2002	1995	1998	2002	1995	1998	2002
EU-15	21 351	30 306 ¹	:	21 552	27 972	44 312	:	758 296 ²	:	:	218	:
NMS	1 677	2 577	2 820	1 378	2 168	2 218	30 787 ¹⁴	63 899 ³	71 017 ³	:	91 ³	102 ³
CC	1 023	1 556	2 073	545	897	964	:	:	125 540 ³	:	:	135 ³
CZ	230	421	502 ¹²	259 ⁴	340	322 ¹²	:	9 337 ⁵	12 188	:	98	127
EE	53	75	97 ⁶	53	69	78	:	1 857	1 223	:	144	103 ⁷
CY	91	126	166 ¹²	115	151	243 ¹²	1 783	2 315	1 889 ¹²	308	384	326
LV	63	87	117	44	55	63	:	1 618	1 509	:	72	72
LT	55 ⁴	89	19 ¹²	56	62	81	2 493 ⁹	3 846	3 454 ¹²	71	112	102
HU	245	376	369	247	299	344 ¹³	7 913 ⁸	9 390	12 232	81	98	127
MT	32	43	56 ⁶	29	37	43 ⁶	2 674	2 799 ¹⁰	2 799 ¹⁰	740	765	734
PL	732	1 018	1 118	415	782	626	10 042	29 248	32 530	29	80	89
SI	92	219	226 ¹²	101	219	249 ¹²	3 587	:	:	190	:	:
SK	83	123	151 ¹³	59	154	167 ¹³	2 295	3 490	3 193 ⁷	45	70	65 ⁷
BG	92	201	210 ⁷	84	119 ⁵	119 ⁷	13 614 ⁸	:	:	164	:	:
RO	216	382	600 ⁶	88	133	169 ⁶	305 ¹¹	253 ¹¹	15 645	3	3	75 ⁶
TR	715	973	1 263 ¹²	374	645	676 ¹²	:	99 862	109 894	:	159	170

1) EU-15 Total: BE, DK, SE (1997 data); DE, IE, and FI (ITU data); 2) EU-15 excludes EL and IE, 1997 data for BE, LU and AT; 3) NMS aggregate excludes SI (1998 and 2002). CC aggregate excludes BG (2002); 4) ITU data; 5) 1999 data; 6) 2000 data (ITU); 7) 2000 data; 8) 1996 data; 9) 1996 data (ITU); 10) 1997 data; 11) ITU data. Data refer to long distance national trunk calls only; 12) 2001 data; 13) estimate; 14) NMS aggregate excludes CZ, EE and LV.

According to available data, between 1998 and 2002, the **total telecommunication traffic** (international incoming and outgoing calls plus national calls) in the New Member States increased by 10.8%, from 68 645 to 76 054 Mio minutes, which represents a 2.6% average annual growth.

Between 1998 and 2002 the **average total level of calls** per 100 inhabitants in various NMSs revealed considerable differences: in both Czech Republic and Hungary it increased by 30.0% but in Estonia it decreased by 28.5%.

In 2002 in the New Member States, **international calls** (both **incoming** and **outgoing**) represented a share of 6.6% of the total telecommunication traffic. They increased sharply between 1995 and 2002: from 3 054 to 5 038 Mio minutes. In the EU-15 the share of international calls was 7.1% in 1998.

Between 1998 and 2002, the total number of minutes of **national calls** increased by 6.8% in the NMSs, which represents a 2.7% annual growth.

SUBSCRIBERS TO TELECOMMUNICATION NETWORKS

Table 2: Number of main telephone lines and cellular mobile subscribers

	Number of main telephone lines (1 000)			Average annual growth 2002/1995	Subscriptions to cellular mobile services (1 000)			Average annual growth 2002/1995	Number of main telephone lines	Subscriptions to cellular mobile services
	1995	1998	2002	(%)	1995	1998	2002	(%)	per 100 inhabitants	
									2002	2002
EU-15	184 823	197 725	214 500 ¹	2.2 ¹	21 512	89 523	299 710 ¹	45.7 ¹	57	79
NMS	14 618	21 144	24 178	7.5	543	5 454	37 944	83.4	32	51
CC	18 759	23 345	26 181	4.9	277	4 189	30 973	96.2	27	32
CZ	2 398	3 741	3 675	6.3	46	965	8 610	111.3	36	84
EE	412	499	477	2.1	30	247	882	61.7	35	65
CY	347	405	427	3.0	44	116	418	37.7	61	58
LV	724	742	701	-0.5	15	167	917	80.0	30	39
LT	941	1 110	930	-0.2	14	268	1 632	98.4	27	47
HU	2 157	3 385	3 670	7.9	267	1 034	6 886	59.1	36	68
MT	171	192	211	3.6	11	19	239	67.5	53	
PL	5 729	8 808	11 872	11.0	75	1 944	13 898	110.7	31	36
SI	615	723	812	4.1	27	196	1 539	77.9	41	77
SK	1 125	1 539	1 403	3.2	13	497	2 923	116.6	26	54
BG	2 563	2 758	2 906	1.8	16	131	2 500	105.1	37	32
RO	2 968	3 627	4 360	5.6	9	552	5 099	147.1	20	24
TR	13 228	16 960	18 915	5.2	251	3 507	23 374	91.1	29	34

1) ITU data; 2) 2001 data; 3) average annual growth 2001/1995.

Access to fixed and mobile telecommunications experienced a remarkable growth in the New Member States and Candidate Countries between 1995 and 2002.

The **number of main lines** grew by 65.4% in the NMSs, 39.6% in the CCs and by 16.1% in the EU-15. In 2002, in terms of penetration per 100 inhabitants, the level was still much lower in the NMSs and CCs than in the EU-15, but the difference was narrowing. The average annual growth in the NMSs and CCs was much higher than that of the EU-15 (7.5%, 4.9% and 2.2%, respectively).

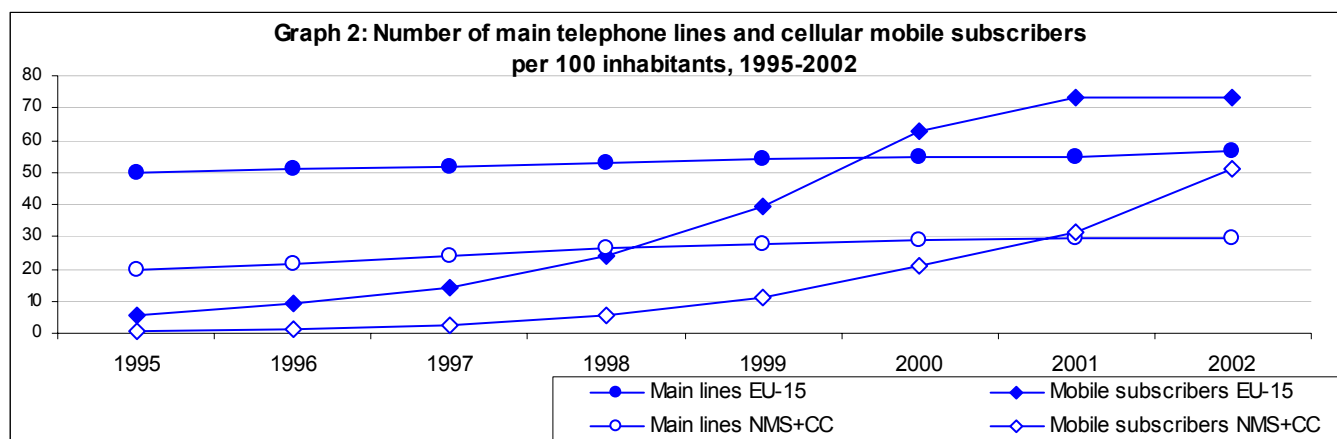
In 2002, the average number of main telephone lines per 100 inhabitants was lower in the New Member States and Candidate Countries than in the EU-15 (32, 27 and 57, respectively) with the exception of Cyprus (61 main lines per 100 inhabitants).

Regarding **mobile phones**, between 1995 and 2002, the

number of subscriptions increased 70 times in the NMSs and 111 times in the CCs, while they increased 14 times in the EU-15.

During that time period, the average annual growth of the number of mobile subscriptions reached 83.4% in the NMSs and 92.2% in the CCs. All New Member States and Candidate countries registered a higher average annual growth than the EU-15 average (45.7%) with the only exception of Cyprus with 37.7% average annual growth.

In 2002, the level of mobile subscriptions per 100 inhabitants in the New Member States was about two thirds that of the EU-15 (51 against 78). In Czech Republic the subscription level was higher than the EU-15 average. In the Candidate Countries the figure (32) was still less than half of that of the EU-15.



OPERATORS DEVELOPMENT

During the period 1997-2002, while New Member States and Candidate countries allowed competition for mobile operators, many of them still retained monopolies regarding fixed-line operators.

For local and long distance national calls, the Czech, Estonian, Hungarian, Polish and, in 2002, Slovenian markets were the only liberalised markets. As for operators offering international telecommunications, six markets were liberalised (the Czech Republic, Estonia, Hungary, Latvia, Bulgaria and, in 2002, Slovenia).

Between 2000 and 2002, the number of operators offering local national telecommunications in the New Member States grew by 13. Only three countries account for the

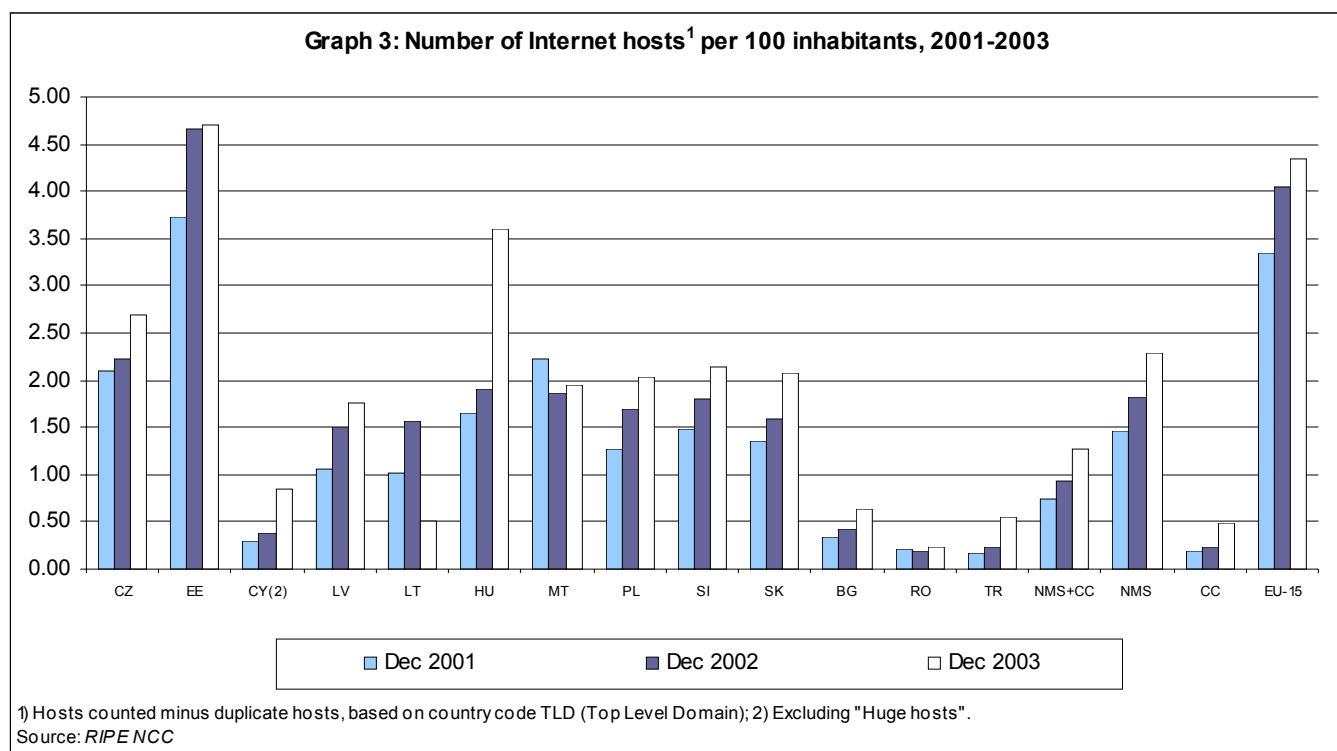
growth: Estonia (+16), Poland (+3) and Slovenia (+2). There were no changes in the Candidate Countries.

During the same period, the number of operators offering long distance national telecommunications in the New Member States more than doubled, from 37 to 90 operators. Likewise, between 2000 and 2002, the number of operators offering international telecommunications more than tripled, from 30 to 100 units. Again, there were no changes in the Candidate Countries.

Finally, during the same period, the number of operators offering cellular mobile telecommunication services in the NMSs and CCs increased by two. Competition was open in all the countries except Cyprus.

INTERNET HOSTS

Graph 3: Number of Internet hosts¹ per 100 inhabitants, 2001-2003



In 2003, according to RIPE, the number of Internet hosts in the New Member States and Candidate Countries was around one seventh that of the EU-15 (2.2 Mio compared to 16.5 Mio hosts) although between 2001 and 2003 the average annual growth in the NMSs and CCs was 24.7% and 59.9%, respectively, i.e. much higher than in the EU-15 (14.0%).

Between 2001 and 2003, in Cyprus, Hungary and Turkey, the average annual growth was several times higher than the EU-15 average. On the contrary during the same time span, the average annual growth was negative in Lithuania and Malta.

In 2003, the average number of Internet hosts per 100 inhabitants in the CCs (0.5) and NMSs (2.3) was much lower than in the EU-15 (4.3). The only New Member State registered with a penetration rate higher than EU-15 average was Estonia (4.7 hosts per 100 inhabitants).

In the New Member States and Candidate Countries, the number of Internet users per 100 inhabitants was still much lower than in the EU-15 in 2002 (21.7, 7.7 and 36.0, respectively). However, between 1995 and 2002, the average annual growth in the NMSs and CCs was higher than that of the EU-15 (60.4%, 91.2% and 54.7%, respectively).

ECONOMIC DATA IN POSTAL AND COURIER SERVICES

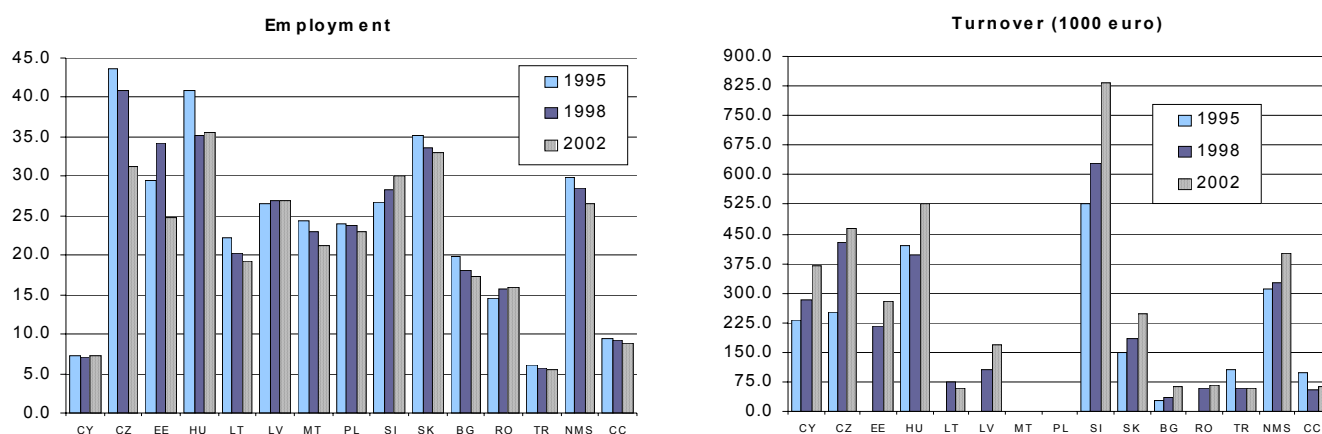
During the period 1995-2002, postal services were far more important in terms of turnover and employment than courier services in the New Member States and Candidate Countries.

In terms of thousand euros per 10 000 inhabitants, between 1995 and 2002, the turnover in postal services increased 29.2% to 401 800 euro in the New Member States and decreased 36.5% to 62 300 euro in the Candidate Countries.

Even though in average the turnover per 10 000 inhabitants decreased in the CCs, it should be noted that it was only because of the decrease in Turkey. In Romania and Bulgaria the turnover actually increased.

During the same time period, telecom employment declined slightly, from 29.9 to 26.6 employees per 10 000 inhabitants in the New Member States and from 9.4 to 8.8 employees per 10 000 inhabitants in the Candidate Countries.

Graph 4: Postal services: Employment and turnover per 10 000 inhabitants in 1995, 1998 and 2002



Notes:

NMS and CC aggregates are Eurostat estimates for all the years.

Turnover: NMS excludes MT and PL (all years) and EE, LV and LT (1995); CC excludes Romania (1995).

POSTAL SERVICES INFRASTRUCTURE

During the period 1995-2002, public access to postal service infrastructure was quite homogeneous among the New Member States and Candidate Countries. The postal service there delivered mail once a day in urban areas and twice a week in rural areas. Postal operators remained monopolies in the NMSs and CCs except for Bulgaria and Romania.

Between 1995 and 2002, the number of **post offices open to the public** remained fairly stable in the NMSs and CCs, to reach 19 600 in the NMSs and 13 500 in the CCs in 2002.

An average of 63.5% of the total post offices were situated in rural areas in the New Member States in 2002 (68.8% in 1995). In the Candidate Countries the share of rural post offices in 2002 was 73.3% (84.7% in 1995). However, there were great differences among the countries. In 2002 in Latvia 87.2% of post offices were located in rural areas, whereas they only accounted for 35.5% in Turkey.

The **number of letterboxes** in 2002 was smaller in the New Member States and Candidate Countries (13.6 and 10.3 letterboxes per 10 000 inhabitants) than in the EU-15 (17.4 letterboxes per 10 000 inhabitants; 2001 data). During the period of 1995-2002, the total number of letterboxes in the New Member States remained on average at about 100 000, but in the Candidate Countries it grew from 63 989 to 98 041 boxes. Turkey accounted for the growth.

The number of **post office boxes** remained on average at about 150 000 in the New Member States during the period of 1995-2002. There was no data available about other Candidate Countries than Turkey where the number of post office boxes also remained quite stable and reached 74 878 in 2002.

POSTAL SERVICES

Table 3: Volume of Letter post items and Postal parcels in thousand items per 100 inhabitants

	Letter post items						Postal parcels					
	Domestic service		International - Outbound service		International - Inbound service		Domestic service		International - Outbound service		International - Inbound service	
	1998	2002	1998	2002	1998	2002	1998	2002	1998	2002	1998	2002
NMS	5 796.2	6 820.3	216.1	195.0	293.1 ¹	239.3	85.9	73.0	1.6	0.8	1.3	2.6
CC	1 392.4	1 305.4	101.4 ¹	59.8	152.8	100.0	8.7	7.6	0.1	0.1	0.5	0.4
CZ	6 800.0	7 013.8	405.2	324.3	590.5	509.6	183.1	108.8	1.4	1.6	1.8	1.9
EE	3 860.4	4 662.1	335.7	332.2	509.4 ²	483.5	2.3 ²	34.8	3.2	2.1	3.2 ²	3.3
CY	5 942.0	7 521.9 ⁵	1 702.9	2 015.5 ⁵	1 852.3	1 551.2	0.1	0.0 ⁵	1.5	1.6 ⁵	7.6	6.5 ⁵
LV	1 040.8	2 130.7	164.5	153.3	221.9	189.5	2.1	4.3	0.9	2.3	2.6	38.9
LT	904.9	1 154.3	186.4	148.1	308.1	166.2	3.2	2.4	0.3	0.7	1.3	1.6
HU	9 789.8	12 310.5	67.1	159.6	226.8	174.7	109.8	109.8	0.4	0.5	1.4	1.4
MT	11 538.5	12 089.3 ⁵	1 308.6 ³	1 499.7 ³	3 614.0 ³	2 126.0 ³	0.0	0.0	3.0 ³	3.0 ³	10.3 ³	7.7 ³
PL	4 187.5	5 131.6	139.6	100.5	101.1	124.2	68.2	59.9	2.0	0.5	0.6	0.7
SI	18 450.0	30 042.2	446.5	427.1	648.8	599.1	64.1	167.2	0.9	0.9	2.8	2.9
SK	8 624.4	5 361.5	353.3	288.4	637.2	238.9	121.3	94.4	1.9	0.6	1.6	3.4
BG	921.5	1 005.6	:	66.8 ⁴	:	66.4 ⁴	12.9	18.4	0.3 ³	0.4 ³	1.5 ³	1.5 ³
RO	1 310.6	1 205.8	55.0 ³	59.9 ³	86.1 ³	81.6 ³	28.6	22.7	0.1 ³	0.3 ³	0.8 ³	0.7 ³
TR	1 482.3	1 374.5	130.8	59.0	196.1	110.2	1.1	1.3	0.1	0.1	0.2	0.2

1) CC aggregate excludes BG; 2) 1999 data; 3) UPU data 1998 and 2001; 4) UPU data; include registered items and insured letters, 2001; 5) 2001 data.

Over the period 1998-2002 in the New Member States the average number of **letter post items and postal parcels per 100 inhabitants** increased by 14.7%, reaching 7 331 thousand. In the Candidate Countries it decreased by 11.0% to 1 473 thousand units sent per 100 inhabitants. The average annual growth in the NMSs was 3.5% while in the CCs it was -2.9%.

In 2002 in the NMSs, 94.0% of letter post items and 95.6% of postal parcels were sent to domestic destinations. The same shares in the CCs were 89.1% and 93.5%, respectively.

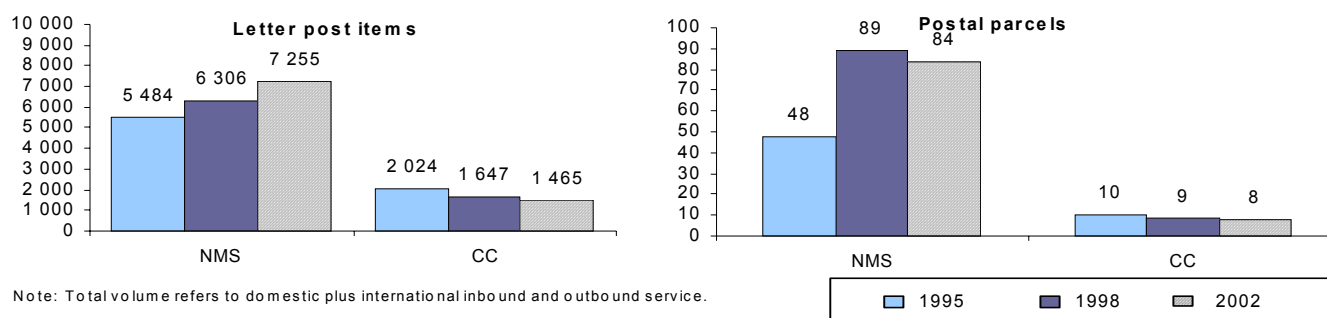
Between 1998 and 2002, the number of **letter post items** sent per 100 inhabitants in **domestic service** in the NMSs increased by 3.5% annually. During the same time span the Candidate Countries experienced an annual decrease of 2.9%.

Regarding **international outbound and inbound services** in the same time period, the number of **letter post items** sent per 100 inhabitants registered an annual decrease in both the New Member States (-3.9%) and Candidate Countries (-10.9%).

The number of **postal parcels** sent per 100 inhabitants in **domestic service** between 1998 and 2002 also showed annual decreases in the New Member States and Candidate Countries, of 4.0% and 3.2% respectively.

Regarding **international outbound and inbound services**, the number of **postal parcels** sent per 100 inhabitants grew by 4.6% annually in the NMSs during the same period. However, in the CCs there was a 0.8% annual decrease between 1998 and 2002.

Graph 5: Total volume (thousands) per 100 inhabitants, 1995, 1998 and 2002



➤ ESSENTIAL INFORMATION – METHODOLOGICAL NOTES

NACE REV.1.1 descriptions:

Telecommunications (64.20 NACE Rev.1.1)

It includes the transmission of sound, images, data or other information via cables, broadcasting, relay or satellite and excludes the telephone-answering activities, and the production of radio and television programs even if in connection with broadcast.

Post and courier activities (64.1 NACE Rev.1.1)

It includes the national post activities (64.11 NACE Rev.1) and the courier activities that are other than national post activities (64.12 NACE Rev.1)

- National post activities (64.11 NACE Rev.1.1)

It includes the pick-up, transport, distribution, delivery (domestic or international) and collection of mail and parcels from public letterboxes or from post offices. It excludes the postal giro and postal savings activities and other financial activities carried out by national postal administrations.

- Courier activities other than national post activities (64.12 NACE Rev.1.1)

It includes the picking-up, transport and delivery of letters and mail-type parcels and packages by firms other than national post.

Definition of Indicators:

Turnover (Mio euro):

Receipts from all telecommunication services:

It includes the total revenue (turnover) earned from the telecommunications service earnings during the financial year under review. It excludes revenues from non-telecommunication services or from previous financial years.

Receipts from all postal services:

Total revenue from all postal charges, payments received from foreign postal administrations and other receipts.

Telecommunication traffic (calls in 1000 minutes) in fixed and cellular networks:

- International calls- incoming (total, all of the world): Originating outside the country (from the entire world) with a destination inside the country
- International calls- outgoing (total, all of the world): Originating in the country to destinations outside the country (to the entire world)
- National calls (1000 minutes): Sum of local and national long distance calls.

Telecommunication network:

Number of main telephone lines: Refers to the connection of the subscriber's terminal equipment to the public switched network and which has a dedicated port in the telephone exchange equipment.

Subscriptions to cellular mobile services: Subscriptions to public cellular mobile telecommunication systems cellular technology, including number of active pre-paid cards.

Internet hosts: Computers that are directly connected to the Internet with their own Internet Protocol address and full two-way access to other nodes on the network. The host data in this report refers to the Top Level Domains.

Employment:

Employment in Post and Courier activities: Total full-time staff: All officials, employees, operatives, etc., who perform their duties during normal working hours applied by the country's administration.

Letter post item: Letter post items mainly contain letters, cards, printed matter (including newspapers, sent on subscription and sent out not on a subscription) and small packets. Includes ordinary post items, items given special treatment i.e. registered items, items admitted post-free, including airmail items, cash on delivery items (COD items) and insured items.

Postal parcels: An item transported in accordance with the terms of the Arrangement concerning postal parcels, and generally containing merchandise.

Letter post and Postal parcel's traffic:

- Domestic service: Traffic in the national territory of the country coming within the postal administration's purview.
- International services- outgoing: Traffic leaving the national territory.
- International services- incoming: Traffic entering the national territory from outside.

Population data: Eurostat; ITU data for Turkey.

Abbreviations:

:	Data not available
EU-15	Fifteen Member States of the EU
CC	Candidate Countries
NMS	10 New Member States
CZ	Czech Republic
EE	Estonia
CY	Cyprus
LV	Latvia
LT	Lithuania
HU	Hungary
MT	Malta
PL	Poland
SI	Slovenia
SK	Slovakia
BG	Bulgaria
RO	Romania
TR	Turkey

Sources:

ITU: International Telecommunication Union (ITU) <http://www.itu.int/>.

RIPE NCC: Réseau IP Européens, Network Co-ordination Centre; <http://www.ripe.net/ripenncc/pub-services/stats/hostcount/>.

UPU: Universal Postal Union, International Bureau, <http://www.upu.int/statistics/en/index.shtml>.

Further information:

➤ Databases

NewCronos, Theme 4, Domain: coins

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
DANMARKS STATISTIK Bibliotek og Information Eurostat Data Shop Sejrgade 11 DK-2100 KØBENHAVN Ø Tlf. (45) 39 17 30 30 Fax (45) 39 17 30 03 E-mail: bib@dst.dk URL: http://www.dst.dk/bibliotek	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: datashop@destatis.de URL: http://www.eu-datashop.de/	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: datashop.eurostat@ine.es URL: http://www.ine.es/prodysr/datashop/index.html <i>Member of the MIDAS Net</i>	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: datashop@insee.fr <i>Member of the MIDAS Net</i>	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: datashop@istat.it URL: http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html <i>Member of the MIDAS Net</i>
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: mileuro@tin.it URL: http://www.istat.it/Prodotti-e/Allegati/Eurostatdatashop.html <i>Member of the MIDAS Net</i>	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: datashop@cbs.nl URL: www.cbs.nl/eurodatashop	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: data.shop@ine.pt	Statistics Finland Eurostat Data Shop Helsinki Tilastokirjasto PL 2B FIN-00022 Tilastokeskus Työpajatu 13 B, 2.Kerros, Helsinki P. (358) 9 17 34 22 21 F. (358) 9 17 34 22 79 Sähköposti: datashop@stat.fi URL: http://www.tilastokeskus.fi/tk/ki/datashop/	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: infoservice@scb.se URL: http://www.scb.se/templates/Standard_22884.asp
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: eurostat.datashop@ons.gov.uk	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: Datashop@ssb.no URL: http://www.ssb.no/biblioteket/datashop/	Statistisches Amt des Kantons Zürich Eurostat Data Shop Bleicherweg 5 CH-8090 Zürich Tel. (41) 1 225 12 12 Fax (41) 1 225 12 99 E-mail: datashop@statistik.zh.ch URL: http://www.statistik.zh.ch	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: euromdata@haver.com URL: http://www.haver.com/	

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

For information on methodology:

Martti Lumio, Eurostat / D7, L-2920 Luxembourg, Tel. (352) 4301 32234, Fax (352) 4301 34359,

E-mail: Martti.Lumio@cec.eu.int

ORIGINAL: English

Please visit our web site at 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

BELGIQUE/BELGIË – DANMARK – DEUTSCHLAND – GREECE/ELLADA – ESPAÑA – FRANCE – IRELAND – ITALIA – LUXEMBOURG – NEDERLAND – ÖSTERREICH
PORTUGAL – SUOMI/FINLAND – SVERIGE – UNITED KINGDOM – ISLAND – NORGE – SCHWEIZ/SUISSE/SVIZZERA – BALGARJA – 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