

YouGov / Babel survey results
Cellular Train Coverage

Sample: 2038 GB adults 5th - 6th July 2017
Fieldwork dates: 5th - 6th July 2017

Total	Gender		Age					Region						
	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	England (NET)	Wales

For the following question, even if you do not currently own/ have a mobile phone, we are still interested in your opinion.

Please imagine that you needed to use your mobile phone to connect to the internet whilst you were away from your home and/ or workplace (i.e. in a public place, building or on public transport). You have mobile data available from your network provider (e.g. 3G/ 4G), and there is a public Wi-Fi network available that you can connect to...

How would you generally prefer to connect your phone to the internet? (Please select the option that best applies)

Unweighted base	2038	922	1116	220	287	340	341	850	489	341	183	250	488	1751	102	185
Base: All GB Adults	2038	988	1050	234	304	366	335	799	491	335	187	272	474	1759	101	178
I would prefer to connect my phone to my network provider	51%	52%	51%	54%	53%	54%	50%	50%	54%	50%	54%	56%	50%	53%	45%	44%
I would prefer to connect to a public Wi-Fi network	36%	39%	33%	44%	42%	37%	39%	29%	35%	36%	30%	31%	38%	35%	36%	45%
Don't know	13%	9%	16%	3%	6%	9%	11%	21%	11%	14%	16%	13%	11%	13%	19%	11%

If you don't currently own/ have a mobile phone, please continue to imagine that you do...

Previously you said you would prefer to connect your phone to your network provider when using your mobile phone away from your home and/ or workplace (i.e. in a public place, building or on public transport)...

Which, if any, of the following are reason(s) for this? (Please select all that apply. If any of your answers don't show in the list below, please type them in the 'Other' box)

Unweighted base	1042	471	571	115	150	185	169	423	260	172	96	140	249	917	45	80
Base: All GB Adults who would prefer to connect their phone to their network provider when outside of their house	1049	512	537	126	160	198	166	398	265	168	101	154	238	925	46	78
I don't trust the security of a public Wi-Fi network	63%	61%	65%	56%	54%	64%	66%	68%	64%	54%	68%	63%	67%	63%	58%	65%
I think it is more convenient to stay connected to my mobile operator's network provider	37%	39%	35%	46%	44%	34%	27%	37%	41%	32%	34%	37%	38%	37%	34%	37%
I don't appreciate having to log-in to use public Wi-Fi services	41%	43%	38%	54%	52%	38%	42%	33%	42%	40%	38%	40%	45%	41%	26%	41%
I consider my network provider to offer better internet performance than public Wi-Fi	30%	33%	27%	43%	39%	30%	23%	25%	36%	30%	30%	31%	25%	30%	23%	28%
Other	2%	3%	1%	1%	3%	1%	2%	1%	2%	0%	2%	1%	3%	2%	-	3%
Don't know	5%	5%	5%	5%	6%	7%	2%	4%	3%	6%	7%	3%	6%	5%	7%	3%

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Previously you said you travel to or from your place of work/ study by train.

Thinking about a one-way journey to or from your place of work/ study...

On average, how much time does this take in total by train?
 (Please select the option that best applies)

	Unweighted base	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	England (NET)	Wales	Scotland
Base: All GB adults who commute to/ from their place of work/ study by train	349	168	181	73	78	98	52	48	79	44	26	81	78	308	9	32
15 minutes or less	357	194	163	76	84	102	49	47	76	45	29	90	77	316	9	32
Longer than 15 minutes, up to 30 minutes	16%	15%	17%	12%	22%	16%	21%	8%	21%	11%	17%	21%	13%	17%	9%	5%
Longer than 30 minutes, up to 45 minutes	22%	22%	22%	28%	21%	20%	17%	23%	18%	14%	33%	18%	22%	20%	36%	38%
Longer than 45 minutes, up to an hour	17%	20%	12%	11%	16%	18%	17%	22%	15%	24%	3%	24%	14%	17%	10%	8%
Longer than an hour, up to an hour and a quarter	14%	14%	13%	6%	11%	18%	18%	17%	12%	14%	17%	12%	14%	13%	33%	11%
Longer than an hour and a quarter, up to an hour and a half	10%	7%	12%	13%	10%	10%	8%	5%	6%	4%	11%	10%	16%	10%	12%	7%
Longer than an hour and a half, up to an hour and two quarters	4%	5%	2%	6%	2%	3%	3%	5%	3%	12%	3%	1%	5%	4%	-	3%
Longer than an hour and two quarters, up to two hours	8%	7%	8%	13%	7%	9%	4%	2%	14%	7%	6%	6%	5%	8%	-	10%
Don't know/ can't recall	11%	9%	13%	11%	11%	7%	11%	18%	10%	13%	11%	8%	11%	10%	-	18%

As a reminder, for the following question, by "travel by train," we would like you to think about trips which are taken on National Rail services (e.g. Virgin Trains, Northern Rail, South West Trains etc.) only. Please do not include any train journeys that you may make using metropolitan services. (e.g. London Underground, TfL Rail services, Manchester Metrolink etc.)

Overall, how would you rate the mobile service (i.e. both network coverage and data coverage) you receive from your mobile operator on your most frequent train route in the UK?

	Unweighted base	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	England (NET)	Wales	Scotland
Base: All GB adults who ever travel by train	1535	694	841	199	247	266	249	574	374	241	132	204	372	1323	66	146
Very good	1527	745	782	212	255	281	242	537	372	231	135	223	364	1325	62	140
Fairly good	6%	6%	7%	4%	3%	6%	9%	8%	8%	6%	12%	8%	3%	7%	4%	5%
Neither good nor poor	26%	26%	27%	28%	30%	30%	22%	24%	26%	28%	22%	27%	25%	26%	21%	33%
Fairly poor	18%	19%	17%	19%	16%	24%	19%	14%	17%	17%	17%	21%	20%	19%	14%	10%
Very poor	17%	18%	16%	27%	23%	17%	15%	11%	18%	16%	12%	16%	17%	17%	23%	16%
Don't know	7%	9%	6%	7%	12%	6%	8%	5%	7%	6%	8%	9%	8%	7%	5%	7%
Not applicable - I do not own a mobile phone	24%	21%	27%	14%	16%	16%	26%	36%	23%	24%	30%	17%	26%	24%	28%	27%
Net: Good	2%	2%	1%	0%	0%	1%	1%	3%	1%	3%	-	2%	1%	1%	5%	2%
Net: Poor	33%	31%	34%	32%	33%	35%	31%	32%	34%	34%	33%	35%	28%	32%	25%	38%
	24%	26%	22%	34%	35%	23%	23%	16%	25%	22%	20%	25%	25%	24%	28%	23%

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For the following question, please think **ONLY** about the level of mobile data (e.g. 3G/ 4G) coverage you get when travelling by train.

Still thinking about trips which are taken on National Rail services (e.g. Virgin Trains, Northern Rail, South West Trains etc.) only. Please do not include any train journeys that you may make using metropolitan services, (e.g. London Underground, TfL Rail services, Manchester Metrolink etc.).

Thinking about doing work that requires an internet connection whilst travelling by train in the UK...

Which **ONE**, if any, of the following statements best applies to you? (Please select the option that best applies. If you never do any work that requires an internet connection whilst travelling on a train, please select the 'Not applicable' option)

	Unweighted base	349	168	181	73	78	98	52	48	79	44	26	81	78	308	9	32
Base: All GB adults who commute to/from their place of work/ study by train	357	194	163	76	84	102	49	47	76	45	29	90	77	316	9	32	
I'm always prevented from working on a train due to a lack of mobile data coverage (i.e. everytime I travel by train)	11%	12%	9%	18%	9%	11%	8%	3%	6%	9%	16%	13%	9%	10%	-	16%	
I'm prevented from working on a train most of the time due to a lack of mobile data coverage (i.e. over half of the times I travel by train)	16%	14%	18%	25%	19%	12%	17%	6%	14%	17%	20%	13%	16%	15%	9%	25%	
I'm prevented from working on a train half of the time due to a lack of mobile data coverage (i.e. half of the times I travel by train)	15%	15%	15%	11%	22%	17%	14%	6%	15%	11%	21%	13%	19%	15%	19%	13%	
I'm not prevented from working on a train very much due to a lack of mobile data coverage (i.e. under half of the times I travel by train)	10%	12%	8%	10%	5%	17%	7%	11%	14%	5%	16%	9%	12%	11%	21%	-	
I'm not prevented from working on a train at all due to a lack of mobile data coverage (i.e. none of the times I travel by train)	4%	6%	2%	11%	2%	1%	4%	4%	3%	10%	-	1%	6%	4%	9%	7%	
Don't know	5%	4%	6%	2%	8%	5%	5%	4%	9%	4%	3%	2%	6%	5%	-	7%	
Not applicable - I never do any work that requires an internet connection whilst travelling by train in the UK	38%	36%	41%	23%	34%	35%	45%	66%	39%	43%	23%	46%	32%	38%	43%	32%	
Not applicable - I do not own a mobile phone	1%	1%	1%	-	1%	2%	-	-	-	-	-	3%	-	1%	-	-	

For the following question, if you travel by train to/from your place of work/ study using more than one train operator, please think about the one you spend the most time on.

Thinking about when you are commuting to/from your place of work/ study by train...

When using your devices, how would you rate the Wi-Fi service provided by this train operator? (If Wi-Fi services aren't provided by this train operator or you never use any of your devices when commuting, please select the relevant 'Not applicable' option)

	Unweighted base	349	168	181	73	78	98	52	48	79	44	26	81	78	308	9	32
Base: All GB adults who commute to their place of work/ study by train	357	194	163	76	84	102	49	47	76	45	29	90	77	316	9	32	
Very good	3%	4%	2%	3%	1%	4%	6%	2%	3%	6%	5%	3%	-	3%	-	3%	
Fairly good	10%	8%	12%	11%	9%	9%	9%	12%	4%	19%	3%	12%	12%	10%	-	6%	
Neither good nor poor	12%	11%	13%	15%	9%	17%	12%	2%	11%	11%	6%	11%	9%	10%	27%	28%	
Fairly poor	15%	16%	13%	15%	17%	16%	17%	6%	15%	8%	22%	11%	16%	14%	18%	24%	
Very poor	10%	13%	7%	8%	13%	12%	8%	8%	5%	8%	10%	14%	14%	11%	9%	8%	
Don't know	9%	10%	9%	7%	15%	5%	17%	6%	21%	17%	-	5%	7%	10%	-	3%	
Not applicable - Wi-Fi services are not provided by this train operator	22%	20%	23%	26%	23%	24%	8%	21%	24%	16%	20%	25%	20%	22%	36%	14%	
Not applicable - I never use any of my devices when commuting to my place of work/ study by train	19%	18%	21%	15%	13%	14%	23%	44%	16%	14%	33%	20%	22%	20%	10%	14%	
Net: Good	13%	12%	14%	14%	10%	12%	15%	13%	8%	25%	8%	15%	12%	13%	-	9%	
Net: Poor	25%	29%	20%	23%	30%	28%	24%	14%	20%	17%	32%	25%	30%	24%	27%	32%	