



9th February 2006

AMENDMENT

Information and Communication Technology (ICT) Activity of UK businesses, 2004

A production error has been corrected in this 2004 report of the e-commerce survey, originally published on 4th November 2005. The error was in background table 17, for the percentage of businesses with satellite/wireless broadband as primary Internet connection, for businesses with 10 or more employment. The incorrect figure of 30.0r has been corrected to read 1.1.

The incorrect figure is not referenced or quoted anywhere else in the document and is of relatively low significance. Quality assurance procedures will be reviewed before the next publication.

ONS apologises for any inconvenience caused.

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Information and Communication Technology (ICT): Activity of UK Businesses, 2004

Based on the results of the 2004 e-commerce Survey of Business

Structure of this report:

Key Findings

1. Introduction
2. Data Summary
3. Sales over the Internet
4. Purchases over the Internet
5. Sales over other non-Internet ICTs
6. Use of ICTs

Background and Explanatory Notes - including selection information.

1. Introduction

This report is based on the Office for National Statistics' (ONS) fifth annual e-commerce survey and the first that publishes both the value of electronic trading and use of Information and Communication Technologies (ICTs). It is also the first time that data are provided at a more detailed 'industry' level; in previous years only higher level 'broad sector' data was provided. Data on security and a range of Internet uses are also included in the tables for the first time in this report.

This report provides a single source for ICT information. However, it should be noted that, as in previous years, due to the complexity of value measurement in the Financial Sector, estimates of the proportions of businesses buying and selling over ICTs, and the values of their sales and purchases, exclude the activities of the financial sector businesses themselves. The Financial sector is included in estimates for ICT usage.

Internationally, the measurement of ICT use is still in its infancy and a number of definitional and developmental issues are still being resolved. Because of this, these data are designated as experimental. The National Statistics' Code of Practice Protocol on Dissemination permits this status where National Statistics are developing and undergoing evaluation. Full background and explanatory notes can be found at the end of this report.

The value data estimates are heavily influenced by a small number of the largest businesses.

The ONS also publishes related reports on business and household connections to the Internet and use of ICTs. Links to the reports can be found in the background notes.

Businesses with less than 10 employment were included in the sample for the fourth successive year. However, data collection from these businesses will cease from the 2005 survey.

2. Data Summary

The level of ICT use varies considerably between businesses of different size and different economic activity. As an overview, more businesses are more actively using the technology available. More employees have access to the Internet from their work place; more is being bought and sold on-line, by more businesses; more businesses have a website and saturation is being reached by some business groups in areas such as Internet access and use of broadband. However, for more established ICTs the gap between large and small businesses is reducing. After an initial period when the adoption and use of ICTs was very strongly led by the largest businesses, smaller businesses are now reporting a larger take-up, slowly closing the gap on the early adopters of ICTs. It remains the case, however, that the largest businesses are first to adopt new technology, for example, businesses with 1000 or more employment reported much higher use of wireless network technologies.

Key findings:

- **The value of Internet sales rose by 81 per cent** between 2003 and 2004, from £39.3bn to £71.1bn, while the **proportion of businesses selling on-line rose by 24 per cent** from 5.4 per cent of businesses to 6.7 per cent of businesses.
- In the same period, **Internet purchases rose by 65 per cent** from £37.9bn to £62.4bn, while the **proportion of businesses purchasing on-line rose by 20 per cent** from 29.4 per cent of businesses to 35.3 per cent of businesses. The value of **Internet sales to households rose by 68 per cent**, from £10.8bn in 2003 to £18.1bn in 2004.
- **Sales over other ICTs**, for example, via non-Internet Electronic Data Interchange (EDI), automated telephone systems and e-mail, **fell slightly** from £200.6bn in 2003 to £198.1bn in 2004.
- Sales over ICTs other than the Internet were still nearly three times the value of sales over the Internet.
- **Internet sales** represented just under **3.4 per cent of the total sales** of non-financial sector businesses in 2004, compared with just under 2 per cent in 2003 and marginally over 1 per cent in 2002.
- **Internet purchases** represented nearly **4.4 per cent of the total purchases** of non-financial businesses compared with just under 2.8 per cent in 2003 and just over 1.3 per cent in 2002.
- Just over **42 per cent** of businesses reported using **broadband for their Internet connection**, a rise of 65 per cent on 2003.
- Nearly **34 per cent** of businesses **had a website** in 2004, up by 10 per cent.
- The number of businesses using the **Internet to interact with public authorities** rose from 19.4 per cent to 20.9 per cent between 2003 and 2004.

In contrast to the growth in sales over the Internet, sales over ICTs other than the Internet fell slightly by 1 per cent in 2004, following an increase of 21 per cent in 2003.

3. Sales over the Internet

- Internet sales accounted for just under 3.4 per cent of the total value of sales by businesses in the non-financial sector in 2004, compared with just under 2 per cent in 2003.
- The value of sales over the Internet at £71.1bn in 2004, represented 26 per cent of sales over all kinds of ICTs, increasing from 16 per cent in 2003.
- The rise in Internet sales, from £39.3bn in 2003, represented an increase of 81 per cent.
- The proportion of businesses reporting that they had sold on-line rose by 24 per cent. This continues the pattern seen in 2003 that not only are more businesses selling on-line, but they are also selling more.

For every £100 sold on-line:

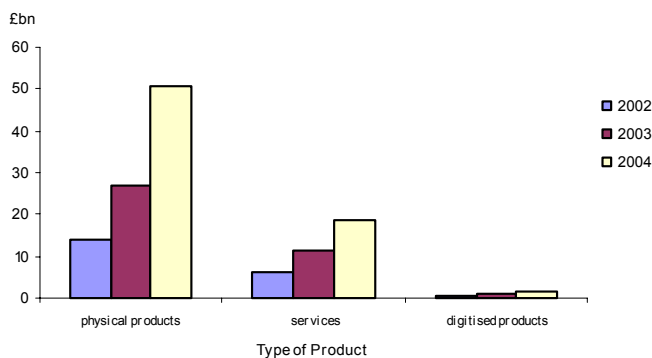
- £71 was spent on physical products,
- £26 was spent on services and,
- £2 was spent on digitised products.

While:

- £75 were sales to businesses and,
- £25 were sales to households.

The value of sales to households has increased almost threefold over the last three years. However, there is a continuing shift, albeit small, towards sales to businesses, the share rising from £70 per £100 spent in 2002.

Value of sales over the Internet by UK non-financial sector businesses, by type of product, 2002, 2003 and 2004



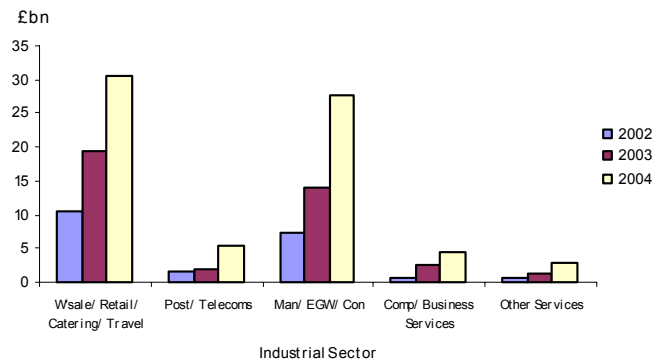
Sales by broad industrial sector (tables 1, 4 and 5)

- The on-line sales of the Manufacturing sector nearly doubled to £27.8bn when compared with 2003.
- The Wholesale, Retail, Catering and Travel sector reported £30.5bn of sales over the Internet and remains the largest on-line seller, representing £43 in every £100 of on-line sales.
- While being the largest on-line sellers, the Wholesale, Retail, Catering and Travel sector

reported the smallest relative year on year increase in Internet sales of 56 per cent.

- The Post and Telecommunications sector reported the largest relative year on year rise, of 189 per cent from £1.9bn in 2003 to £5.5bn in 2004.

Value of sales over the Internet by UK non-financial sector businesses, by broad industrial sector, 2002, 2003 and 2004

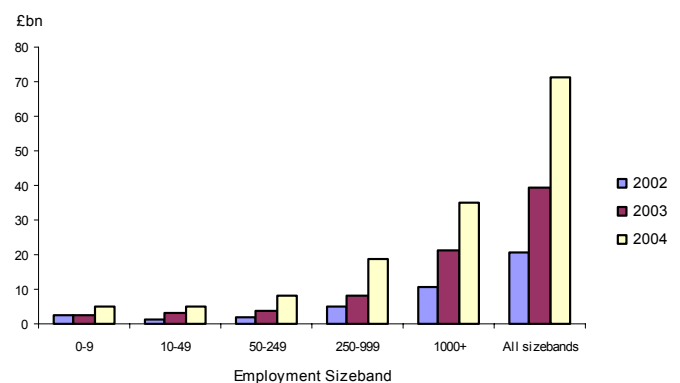


Sales by size of business (tables 1 - 3)

More was sold on-line by more businesses in all employment sizebands. Within that:

- Businesses with employment of 1000 or more accounted for £49 of every £100 sold on-line. This is lower than the 2003 figure of £55, reflecting the relatively large increase in the on-line sales of businesses with fewer than 1000 employment.
- While only 14 per cent more businesses with employment of 1000 or more reported that they sold on-line, the total on-line sales of this sizeband rose by 61 per cent.
- At 61 per cent, the businesses with 1000 or more employment reported the second lowest rise in on-line sales.
- The largest relative increase year on year was among businesses with employment between 250 to 999, where the value of on-line sales rose 127 per cent from £8.2bn to £18.6bn.
- For comparison, nearly 45 per cent more businesses in the 250 to 999 sizeband reported that they sold on-line when compared with last year. This was an increase from 16 per cent in 2003 to 23 per cent in 2004.

Value of sales over the Internet by UK non-financial sector businesses, by sizeband, 2002, 2003 and 2004



Sales of physical products over the Internet (tables 3 and 4)

- On-line sales of physical products rose 87 per cent from £27.1bn in 2003 to £50.8bn in 2004.
- The Manufacturing and Wholesale, Retail, Catering and Travel sectors between them accounted for £93 of every £100 of physical products sold on-line, no change on 2003.
- The Post and Telecommunications sector increased its sales of physical goods nearly fivefold, to just under £1.1bn in 2004.

Businesses in all employment sizebands sold more physical products on-line.

- Businesses with employment of 1000 or more sold the largest share, with £21.8bn, or £43 worth of every £100 sold. This is a decrease from £51 in 2003, again reflecting increased activity among smaller businesses.
- Businesses with fewer than 10 employment reported an increase of 127 per cent when compared with 2003, from £1.5bn to £3.4bn.
- The largest relative increase was among businesses with employment between 250 and 999. The increase from £6.6bn to £15.3bn represented a 132 per cent rise on 2003.

Sales of services over the Internet (tables 3 and 4)

As in previous years, the larger the business, the more likely it is to sell services on-line:

- Sales of services on-line rose to £18.6bn in 2004 from £11.3bn in 2003. This represents a 65 per cent rise year on year, and a threefold increase when compared with 2002.
- The Wholesale, Retail, Catering and Travel sector accounted for £44 in every £100 of those sales, although the rise between 2003 and 2004 was a relatively modest 28 per cent.
- All other sectors doubled their Internet sales of services over the two years; the Post and Telecommunications sector reporting the largest increase of 187 per cent.
- Sales by businesses with employment of 1000 or more represented £12.5bn in 2004, or £67 of every £100 worth of services sold on-line.
- Businesses with employment between 50 and 249 reported the highest year on year rise at 143 per cent.

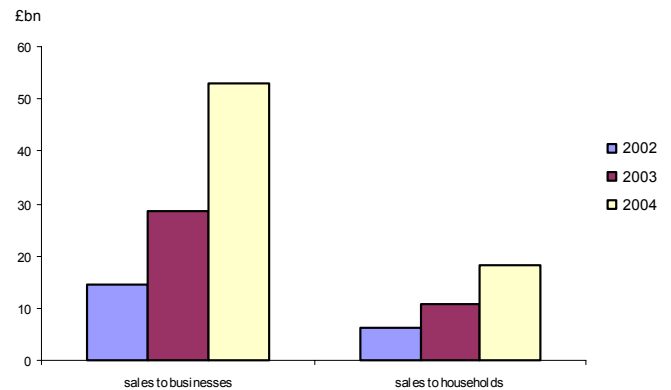
Sales of digitised products over the Internet (tables 3 and 4)

- At £1.7bn, digitised products accounted for £2.40 of every £100 worth of on-line sales.
- Digitised sales rose 89 per cent year on year, from £0.9bn in 2003 to £1.7bn in 2004.
- The Computing and Other Business Services sector accounted for £41 of every £100 worth of digitised products sold.

Sales to households over the Internet (tables 2, 5 and 7)

- On-line sales to households showed a 68 per cent rise from £10.8bn in 2003 to £18.1bn in 2004.
- On-line sales to households represented 25 per cent of the total of on-line sales, 2 percentage points lower than in 2003.

Value of sales over the Internet by UK non-financial sector businesses, to businesses and households, 2002, 2003 and 2004

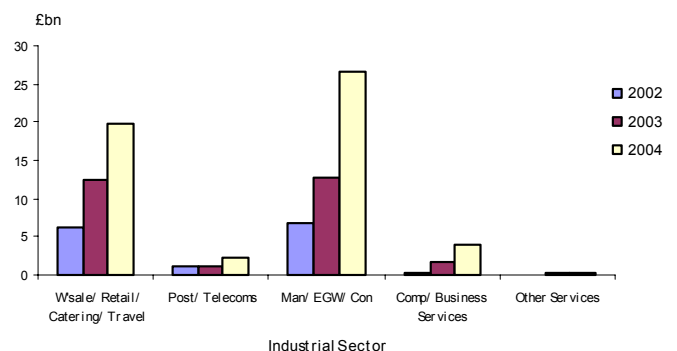


- Wholesale, Retail, Catering and Travel dominated, accounting for £59 of every £100 sold on-line to households, a total of £10.7bn in 2004, compared with £7bn in 2003, a rise of 53 per cent.
- The largest relative increase by a sector was in the Post and Telecommunications sector, which rose more than fourfold, albeit from a very low base.

Sales to businesses over the Internet (tables 2, 5 and 7)

- On-line sales to businesses represented 75 per cent of total on-line sales, and rose from £28.5bn in 2003 to £53bn in 2004.
- The share of the total reflects a slight shift toward sales to business from sales to households, of 2 percentage points.
- The Manufacturing and Wholesale, Retail, Catering and Travel sectors dominated, accounting for £88 in every £100 sold on-line to businesses.

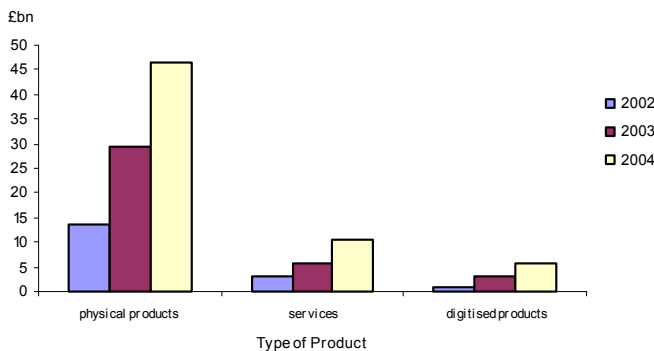
Value of sales over the Internet by UK non-financial sector businesses to businesses, by broad industrial sector, 2002, 2003 and 2004



4. Purchases over the Internet

- Internet purchases represented nearly 4.4 per cent of the total purchases of non-financial businesses compared with just under 2.8 per cent in 2003 and just over 1.3 per cent in 2002.
- Businesses purchased £62.4bn worth of products and services over the Internet in 2004.
- Purchases on-line rose by 65 per cent from the 2003 figure of £37.9bn.
- When compared with 2002, the 2004 figure has risen 255 per cent.
- The proportion of businesses reporting that they had bought on-line rose by just over 20 per cent to 35.3 per cent. This compares with only 6.7 per cent of businesses reporting sales on-line.
- The value of on-line purchases was split between physical products – 74 per cent, services – 17 per cent and digitised products – 9 per cent.

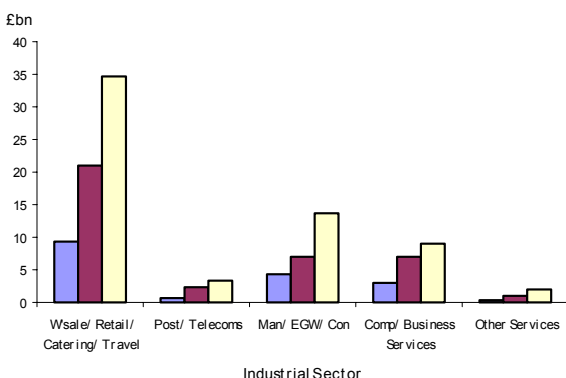
Value of purchases over the Internet by UK non-financial sector businesses, by type of product, 2002, 2003 and 2004



Purchases by broad industrial sector (tables 8 and 10)

- All sectors of the economy showed a year on year increase in their purchases over the Internet.
- As in 2003, the Wholesale, Retail, Catering and Travel sector had the majority, spending £56 of every £100 of the £62.4bn total.
- Manufacturing spent nearly £22 of every £100 spent on-line, and showed the biggest percentage increase year on year at 97 per cent.

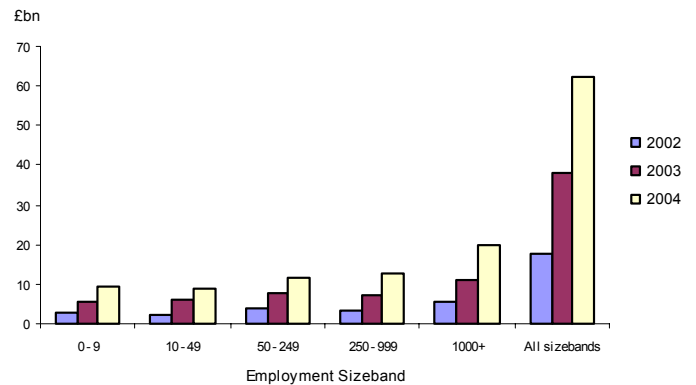
Value of purchases over the Internet by UK non-financial sector businesses, by broad industrial sector, 2002, 2003 and 2004



Purchases by business size (tables 8 and 9)

- Typically, and irrespective of size, the percentage year on year increases have been lower than those between 2002 and 2003.
- The largest percentage year on year increases were seen in the largest businesses, those with 1000 or more employment, at 78 per cent. Interestingly, businesses with fewer than 10 employment also reported a large increase at just under 74 per cent.

Value of purchases over the Internet by UK non-financial sector businesses, by sizeband, 2002, 2003 and 2004



Purchases of physical products over the Internet (tables 9 and 10)

There were large year on year increases in the value of physical products bought on-line by businesses in all sectors.

- The Wholesale, Retail, Catering and Travel sector continues to dominate, spending £60 of every £100 spent on-line.
- By size, businesses with employment of 1000 or more spent £32 of every £100 spent on-line, up from £27 in 2003.
- These largest businesses increased their purchases on-line by 84 per cent year on year, more than any other group based on size.

Purchases of services over the Internet (tables 9 and 10)

- The amount spent on services ordered on-line rose to £10.7bn in 2004 from £5.5bn in 2003, a 95 per cent increase.
- The Wholesale, Retail, Catering and Travel sector had the largest share, spending £5.1bn on services bought on-line in 2004 compared with £2.2bn in 2003.
- The largest increase in purchases of services on-line was reported by businesses in the Other Services sector, up by 400 per cent, albeit on a small figure in 2003. This is in contrast to 2003 when this sector reported no change.
- Businesses with employment of 1000 or more were again the biggest spenders on services on-line.

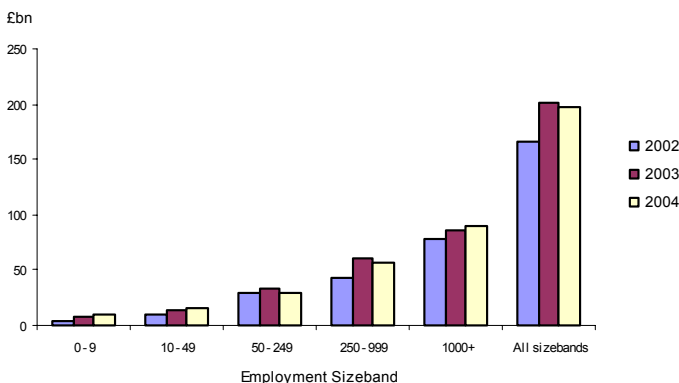
Purchases of digitised products over the Internet (tables 9 and 10)

- Purchases of digitised products took the smallest share of the total bought on-line at £5.5bn, or 9 per cent of all on-line purchases.
- The Wholesale, Retail, Catering and Travel sector along with Other Services reported the highest year on year increase of 100 per cent.
- Businesses with employment of 1000 or more spent £31 of every £100 spent on on-line orders for digitised products.
- Businesses with fewer than 50 employment spent £33 of every £100 spent on on-line digitised products.

5. Sales over other non-Internet ICTs (tables 12 and 13)

- Sales over ICTs other than the Internet, for example, via EDI, automated telephone systems and e-mail, fell slightly, from £200.6bn in 2003 to £198.1bn in 2004. In 2002 the figure was £165.2bn.
- This fall in 2004 represents 1 per cent of the 2003 figure.
- The number of businesses reporting sales over ICTs other than the Internet also fell, from 9.7 per cent of businesses in 2003 to 8.7 per cent in 2004.
- Sales over non-Internet ICTs accounted for £74 in every £100 of the total spend on all ICT sales. This is a significant fall from the £84 and £89 in every £100 spent in 2003 and 2002 respectively. This suggests that users are moving to the Internet to buy products and services from more conventional ICT media.
- For comparison, sales over the Internet rose by £31.8bn, from £39.3bn to £71.1bn, or 81 per cent, while sales over other ICTs fell by £2.5bn, from £200.6bn to £198.1bn, or 1 per cent, between 2003 and 2004.

Value of sales over other non-Internet ICTs by UK non-financial sector businesses, by sizeband, 2002, 2003 and 2004



While reporting the highest value of sales over ICTs other than the Internet at £106.6bn, the Manufacturing sector also reported a £8bn, or 7.5 per cent fall in such sales.

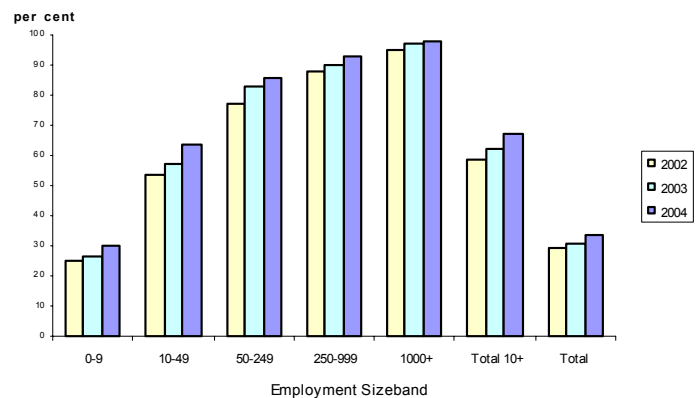
- The second largest figure for non-Internet ICT sales was reported by the Wholesale, Retail, Catering and Travel sector, reporting a rise from £72.5bn to £72.7bn.
- All other broad sectors reported increases in their non-Internet ICT sales.

6. Use of ICTs

Websites (tables 19 and 20)

- Almost 34 per cent of businesses reported that they had a website in 2004. This is a 10 per cent rise on the 2003 figure.
- Among the largest businesses, a position of near saturation exists, with 98 per cent of those with employment of 1000 or more reporting having a website.
- Less than 30 per cent of the smallest businesses, those with employment of less than 10, reported having a website.
- While the largest businesses reported just a 1 per cent rise, the smallest reported a rise of nearly 11 per cent on the 2003 figure.
- By sector, the Financial sector reported that just over 50 per cent of businesses had a website, the highest figure reported.

Businesses with a website 2002, 2003 and 2004



Broadband (tables 15, 17 and 18)

- Just over 42 per cent of businesses used broadband for their Internet connection, compared with just under 26 per cent in 2003 and 14 per cent in 2002. The monthly Internet Connectivity release reported that broadband exceeded 50 per cent in the middle of 2005 (see background notes for links).
- One sector stands out in their use of broadband. The Financial sector reported that 63 per cent of businesses had broadband in 2004.
- All the other broad sectors report that of businesses with Internet connections, between 33 and 54 per cent have broadband access.

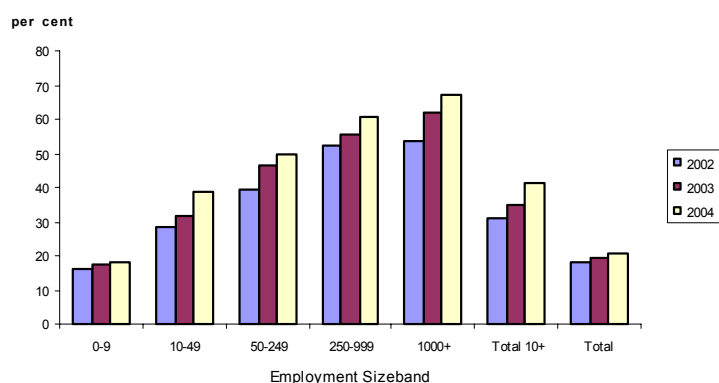
- By business size, the larger the business the more likely it is to have broadband. The largest businesses, those with 1000 or more employment, report 94 per cent used broadband, while businesses with less than 10 employment report just 40 per cent.
- However, the largest year on year increase reverses the picture with the smallest businesses reporting a 70 per cent increase and the largest reporting an 8 per cent increase.

Interaction with Public Authorities (tables 24 and 25)

Improvements have been made to survey questions asked in order to improve the quality of the data provided. This can produce problems with some of the year on year comparisons.

- Nearly 21 per cent of businesses used the Internet to interact in some way with public authorities in 2004, an 8 per cent rise.
- More businesses interacted with public authorities for a range of purposes, for example, obtaining information, returning forms and full case handling.
- Larger businesses used the Internet to interact with public bodies more than smaller businesses, ranging from 67 per cent down to 18 per cent.
- Businesses in the Financial sector interacted with public authorities most, nearly 41 per cent did so in 2004.
- Businesses in the Wholesale, Retail, Catering and Travel sector interacted least, just over 13 per cent did so in 2004.

Businesses using the Internet to Interact with Public Authorities, 2002, 2003 and 2004



New ICT Use (table 19)

Just under 10 per cent of all businesses had a wireless network in 2004. Half of the largest businesses, those with 1000 or more employment, reported this new technology in 2004. This highlights how the largest businesses are leading the way in the take-up of new technologies.

BACKGROUND AND EXPLANATORY NOTES

This survey is sent annually to 12,000 UK businesses of all sizes and covers most economic activity (see 'Coverage'). For the 2004 survey, 86.5 per cent of the questionnaires were returned and validated. The Inter-Departmental Business Register (IDBR) was used as the sampling frame. Businesses with less than 10 employment were included in the sample for the fourth successive year. It is planned that the collection from these businesses will cease from the 2005 survey. Because of the difficulty in identifying and measuring the value of trade in the Financial sector, the data do not include the activity of this sector. A recent pilot study of the sector is one initiative currently underway to overcome these difficulties and publish some value data in the future.

The annual e-commerce survey is a relatively new survey and is still developing and has therefore been designated as experimental. The National Statistics' Code of Practice Protocol on Dissemination permits this status where National Statistics are developing and undergoing evaluation.

The data in this article provides information to policy makers to help direct efforts to support ICT innovation, and to businesses to help them benchmark their own ICT use against other comparative businesses. The survey is part of a European Union (EU) initiative providing EU-comparable data on e-commerce. The definition of e-commerce used is that agreed by the Organisation for Economic Co-operation and Development (OECD) and the EU: it is the method by which the order is placed which determines whether a transaction is e-commerce – not the payment or delivery channels.

The estimates of the percentage of businesses published in this report are weighted to be consistent with the number and profile of businesses in the UK economy. Results weighted by business give an equal weight to every business irrespective of size. This method of calculation better reflects the contribution made by the large number of small businesses and is appropriate when assessing, for example, ICT penetration. Employment weighted results give weight to businesses relative to their size i.e. each business' employment as a share of the employment total. This method of calculation is most appropriate when assessing the dominance of large businesses. Both business weighted and employment weighted results are provided in the tables at the end of this report.

Tables 1 to 13 contain estimates of the values of electronic trading and are unweighted.

Tables 14 to 27 are business weighted.

Tables 28 to 36 are employment weighted.

As in previous years, data are subject to revision, and some 2002 and 2003 data have been revised by businesses contacted in the process of validating the 2004 data. Where this is the case, the data are marked 'r'. Businesses continue to have difficulty in estimating the proportion of their orders made and received electronically and in previous years they have tended to overestimate these values, leading to subsequent downward revisions. However, the revisions in the 2004 survey results of the value data estimates are much lower than those reported in previous years.

Methodological aspects of the survey are still under development, both within the EU and worldwide, in the context of the European Statistical Office (Eurostat) and OECD discussions. The survey questionnaire was changed significantly for the 2002 survey following consultation with businesses, UK government users, Eurostat and other EU member states, and building upon the experience of the first two surveys. Changes have also been made to the 2003 and 2004 questionnaires, partly due to international development in the methodology of measurement in ICT, and partly due to changes in the technology itself, which has raised new areas of policy interest. These have been kept to a minimum to try to achieve a time series within the next few years. The outputs of the e-commerce survey are therefore likely to remain under development, and subject to change, for a number of years. The experimental status of the survey is under review and will be removed as soon as this is appropriate.

As a result of the ongoing developments, and mis-reporting by businesses, comparison is not advisable with data prior to 2002, even at an aggregate level.

The estimates of the proportions of Internet sales and purchases were calculated using data from the 2003 Annual Business Inquiry.

Definition of Broad Industrial Sectors

The following UK SIC(2003) Divisions define the broad sectors used in this report:

Manufacturing, Electricity, Gas and Water Supply and Construction - Div 15-45
Wholesale, Retail, Catering and Travel - Div 50-63
Post and Telecommunications - Div 64
Computing and Other Business Services - Div 70-74
Financial - SICs 65.12/1, 65.12/2, 65.22/2, 65.22/3, 65.22/9, 67.12/1, 67.12/2, 67.13, 67.2
Other Services - Div 85; 92-93.

Coverage

All results from the e-commerce survey, apart from estimates of the proportions of businesses buying and selling and the values of their sales and purchases, are based on the whole UK economy excluding the following:

UK SIC(2003)

Div	Title
01	Agriculture
02	Forestry, logging and related activities
05	Fishing
10	Mining of coal and lignite and extraction of peat
11	Extraction of crude petroleum and natural gas
12	Mining of uranium and thorium
13	Mining of metal ores
14	Other mining, quarrying
75	Public administration, defence and social security
80	Education
90	Sewage and refuse disposal and similar activities
91	Membership organisations not elsewhere classified
95	Private households as employers of domestic staff
99	Extra-Territorial organisations

Estimates of the numbers of businesses buying and selling, and the values of their sales and purchases, also exclude financial businesses.

Definition of Internet orders for physical products, services and digitised products

Internet orders for physical products, are goods ordered on-line for delivery off-line, for example, components, stationery, hardware, books, CD-ROMs, manufactured goods etc.

Internet orders for services, are services that are ordered on-line, but are delivered off-line, for example, accommodation and air travel.

Internet orders for digitised products, are products that are ordered and delivered (downloaded) on-line in digitised form, for example, reports, software and new kinds of web products which substitute physical products or services, such as on-line information and weather services.

Links to Other ICT Reports

Internet Connectivity

www.statistics.gov.uk/statbase/Product.asp?vlnk=8251

Internet Access by Household and Individuals

www.statistics.gov.uk/statbase/Product.asp?vlnk=5672

All e-commerce and ICT related reports

http://www.statistics.gov.uk/about/Methodology_by_theme/e-commerce_related_activities/default.asp

Further Information

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Table 1: Sales over the Internet, by broad industrial sector and size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
Manufacturing/ EGW/ Construction	2002	0.4	0.4	0.5	1.6	4.5r	7.4r
	2003	0.3	0.4	0.8r	1.2r	11.4r	14.1r
	2004	0.4	1.1	2.4	8.0	16.0	27.8
W'sale/Retail/ Catering/Travel	2002	1.5	0.6	1.2r	2.9r	4.4r	10.6
	2003	1.4r	1.9r	2.9r	6.1r	7.2r	19.5r
	2004	2.6	3.4	4.5	9.3	10.7	30.5
Post and Telecommunications	2002	0.0r	0.2	0.0r	-	1.5	1.7
	2003	0.0r	0.2	-	0.1r	1.7r	1.9r
	2004	0.1	0.1	-	0.1	5.2	5.5
Computing/ Other business Services	2002	0.2	0.1	0.1	0.1	0.1	0.6
	2003	0.5	0.7r	0.2	0.5	0.5r	2.4r
	2004	1.6	0.5	0.7	0.3	1.5	4.5
Other Services	2002	-	-	0.1	0.1	0.3r	0.6r
	2003	0.1	0.2	0.1	0.3r	0.7r	1.3
	2004	0.2	0.1	0.3	0.9	1.4	2.8
Total	2002	2.2	1.3	1.9r	4.7r	10.7r	20.8r
	2003	2.4	3.2r	4.0r	8.2r	21.5r	39.3r
	2004	4.7	5.2	7.9	18.6	34.7	71.1

Coverage: UK non-financial sector

Table 2: Sales over the Internet, to households and businesses, by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
To households	2002	1.2	0.4	0.5	0.8	3.3r	6.2r
	2003	1.2	0.9	1.2	1.3r	6.3r	10.8r
	2004	2.3	1.0	1.7	2.3	10.7	18.1
To businesses	2002	0.9	0.9	1.4r	3.8r	7.5r	14.6r
	2003	1.2	2.3r	2.9	6.8r	15.2r	28.5r
	2004	2.4	4.1	6.2	16.3	24.0	53.0
Total	2002	2.2	1.3	1.9r	4.7r	10.7r	20.8r
	2003	2.4	3.2r	4.0r	8.2r	21.5r	39.3r
	2004	4.7	5.2	7.9	18.6	34.7	71.1

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 3: Sales over the Internet, by type of product and size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
Physical products	2002	1.3	0.9	1.3r	3.9r	6.6r	14.0r
	2003	1.5	2.2r	3.1r	6.6r	13.7r	27.1r
	2004	3.4	4.4	5.8	15.3	21.8	50.8
Services	2002	0.7	0.3	0.4	0.8r	4.0r	6.2r
	2003	0.7	0.9r	0.7r	1.5r	7.4r	11.3r
	2004	0.9	0.7	1.7	3.0	12.5	18.6
Digitised products	2002	0.1	-	0.2	-	0.2r	0.5
	2003	0.1	0.1	0.2	0.1	0.4r	0.9r
	2004	0.4	0.1	0.4	0.3	0.4	1.7
Total	2002	2.2	1.3	1.9r	4.7r	10.7r	20.8r
	2003	2.4	3.2r	4.0r	8.2r	21.5r	39.3r
	2004	4.7	5.2	7.9	18.6	34.7	71.1

Coverage: UK non-financial sector

Table 4: Sales over the Internet, by broad industrial sector and type of product, 2002, 2003 and 2004

		Physical Products	Digitised Products	Services
<i>£bn</i>				
Manufacturing/ EGW/ Construction	2002	6.2	0.3	0.8
	2003	12.4	0.2	1.5
	2004	25.3	0.4	2.1
W'sale/Retail/ Catering/Travel	2002	7.1	0.2	3.3
	2003	13.0	0.1	6.4
	2004	22.0	0.3	8.2
Post and Telecommunications	2002	0.5	0.0	1.2
	2003	0.2	0.2	1.5
	2004	1.1	0.1	4.3
Computing/ Other Business Services	2002	0.2	-	0.4
	2003	1.1	0.2	1.1
	2004	1.6	0.7	2.2
Other Services	2002	0.1	-	0.5
	2003	0.5	0.1	0.7
	2004	0.9	0.1	1.9
Total	2002	14.0r	0.5	6.2r
	2003	27.1r	0.9	11.3r
	2004	50.8	1.7	18.6

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 5: Sales over the Internet, to households and businesses, by broad industrial sector, 2002, 2003 and 2004

		To households	To businesses
<i>£bn</i>			
Manufacturing/ EGW/ Construction	2002 2003 2004	0.6 1.4r 1.3	6.8r 12.8r 26.6
W'sale/Retail/ Catering/Travel	2002 2003 2004	4.5r 7.0r 10.7	6.1r 12.5r 19.8
Post and Telecommunications	2002 2003 2004	0.5r 0.7r 3.3	1.1r 1.2 2.2
Computing/ Other Business Services	2002 2003 2004	0.1 0.6 0.5	0.4 1.8r 4.0
Other Services	2002 2003 2004	0.5r 1.2r 2.4	- 0.2 0.4
Total	2002 2003 2004	6.2r 10.8r 18.1	14.6r 28.5r 53.0

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 6: Sales over the Internet, by SIC(2003) sub-section, 2002, 2003 and 2004

	2002	2003	2004
<i>£bn</i>			
Manufacture of Food products, Beverages and Tobacco	0.4	0.3	4.5
Manufacture of Textiles and Textile Products	0.1	0.1	0.3
Manufacture of Leather and Leather Products	-	-	0.1
Manufacture of Wood and Wood Products	-	-	0.1
Manufacture of Pulp, Paper, Paper Products/Printing and Publishing	0.7	0.8	1.3
Manufacture of Coke, Refined Petroleum Products, Nuclear Fuel, Chemicals and Chemical Products and Man-made Fibres ¹	0.4	2.2	5.8
Manufacture of Rubber and Plastic Products	0.2	0.3	0.2
Manufacture of other Non-metallic Mineral Products	-	-	0.3
Manufacture of Basic Metals and Fabricated Metal Products	0.2	0.2	1.0
Manufacture of Machinery and Equipment not elsewhere classified	0.4	0.4	0.8
Manufacture of Electrical and Optical Equipment	1.6	2.4	2.2
Manufacture of Transport Equipment	2.5	5.6	7.7
Manufacturing not elsewhere classified	0.1	0.1	0.4
Electricity, Gas and Water Supply	0.7	1.5	2.8
Construction	0.1	0.2	0.3
Wholesale and Retail Trade; Repair of Motor Vehicles and Household Goods	7.4	13.1	22.4
Hotels and Restaurants	0.3	0.7	0.8
Transport and Storage	2.9	5.8	7.3
Telecommunications and Postal Services	1.7	1.9	5.5
Real estate, Renting and Business Activities	0.6	2.4	4.5
Health and Social Work	-	0.1	0.1
Other Community, Social and Personal Service Activities	0.6	1.3	2.7
Total	20.8r	39.3r	71.1

Coverage: UK non-financial sector

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r – revised

Note: Discrepancies may occur between totals and the sum of their independently rounded components

¹ Sub-sections have been combined to protect confidentiality

Table 7: Sales over the Internet, to households and businesses, by SIC(2003) sub-section, 2002, 2003 and 2004

	To households			To businesses		
	2002	2003	2004	2002	2003	2004
<i>£bn</i>						
Manufacture of Food products, Beverages and Tobacco	-	-	0.1	0.4	0.2	4.4
Manufacture of Textiles and Textile Products	-	-	0.1	0.1	0.1	0.3
Manufacture of Leather and Leather Products	-	-	D	-	-	D
Manufacture of Wood and Wood Products	-	-	-	-	-	0.1
Manufacture of Pulp, Paper, Paper Products/Printing and Publishing	0.2	0.2	0.3	0.5	0.6	1.1
Manufacture of Coke, Refined Petroleum Products, Nuclear Fuel, Chemicals and Chemical Products and Man-made Fibres ¹	D	D	D	D	D	D
Manufacture of Rubber and Plastic Products	0.0	D	D	0.2	D	D
Manufacture of other Non-metallic Mineral Products	-	-	-	-	-	0.3
Manufacture of Basic Metals and Fabricated Metal Products	D	-	-	D	0.2	1.0
Manufacture of Machinery and Equipment not elsewhere classified	-	-	-	0.4	0.4	0.7
Manufacture of Electrical and Optical Equipment	0.1	-	-	1.5	2.4	2.2
Manufacture of Transport Equipment	0.1	-	-	2.4	5.5	7.7
Manufacturing not elsewhere classified	-	-	0.1	0.1	-	0.4
Electricity, Gas and Water Supply	D	0.7	0.6	D	0.7	2.2
Construction	-	D	D	0.1	D	D
Wholesale and Retail Trade; Repair of Motor Vehicles and Household Goods	2.6	3.6	6.8	4.8	9.4	15.6
Hotels and Restaurants	0.2	0.4	0.5	0.1	0.3	0.3
Transport and Storage	1.6	2.9	3.4	1.3	2.8	3.9
Telecommunications and Postal Services	0.5	0.7	3.3	1.1	1.2	2.2
Real estate, Renting and Business Activities	0.1	0.6	0.5	0.4	1.8	4.0
Health and Social Work	-	D	-	-	D	-
Other Community, Social and Personal Service Activities	0.5	1.2	2.3	-	0.1	0.4
Total	6.2r	10.8r	18.1	14.6r	28.5r	53.0

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

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¹ Sub-sections have been combined to protect confidentiality

Table 8: Purchases over the Internet, by broad industrial sector and size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
Manufacturing/ EGW/ Construction	2002	0.6	0.2	0.5	1.1	1.9	4.3
	2003	0.5	0.7	1.1r	1.9	2.8r	6.9r
	2004	0.8	1.1	2.0	3.7	6.0	13.6
W'sale/Retail/ Catering/Travel/	2002	0.8	1.5	2.5	1.4r	3.0r	9.2r
	2003	2.2	3.8	5.1r	4.4r	5.4r	20.9r
	2004	4.8	5.7	7.6	7.8	8.7	34.7
Post and Telecommunications	2002	-	0.1	-	-	0.5r	0.7r
	2003	0.1	0.2	0.1	0.1	1.7	2.2
	2004	0.2	0.2	0.1	0.1	2.6	3.2
Computing/ Other Business Services	2002	1.0	0.4	0.7r	0.6	0.2	3.0r
	2003	2.5	1.5	1.4	0.7	0.9r	6.9r
	2004	3.1	1.5	1.7	0.8	1.8	8.9
Other Services	2002	0.1	-	0.1	0.1	0.2	0.5
	2003	0.3	0.1	0.1	0.1	0.4r	1.0r
	2004	0.5	0.3	0.2	0.1	0.8	1.9
Total	2002	2.6	2.3	3.8r	3.2r	5.7r	17.6r
	2003	5.5	6.3	7.8r	7.1r	11.2r	37.9r
	2004	9.5	8.8	11.6	12.5	19.9	62.4

Coverage: UK non-financial sector

Table 9: Purchases over the Internet, by type of product and size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
Physical products	2002	1.5	1.9	3.3r	2.4r	4.4r	13.5r
	2003	3.9r	5.0r	6.5r	5.9r	8.0r	29.3r
	2004	6.3	6.8	9.1	9.5	14.7	46.3
Services	2002	0.8	0.3	0.3	0.6r	1.0r	3.1r
	2003	0.9	0.8	0.8	0.8r	2.2r	5.5r
	2004	2.1	1.4	1.4	2.2	3.5	10.7
Digitised products	2002	0.2	0.1	0.2	0.2	0.3r	1.0r
	2003	0.6	0.5	0.5	0.4r	1.0	3.1
	2004	1.1	0.7	1.1	0.9	1.7	5.5
Total	2002	2.6	2.3	3.8r	3.2r	5.7r	17.6r
	2003	5.5	6.3	7.8r	7.1r	11.2r	37.9r
	2004	9.5	8.8	11.6	12.5	19.9	62.4

Coverage: UK non-financial sector

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r – revised

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 10: Purchases over the Internet, by broad industrial sector and by type of product, 2002, 2003 and 2004

		Physical Products	Digitised Products	Services
<i>£bn</i>				
Manufacturing/ EGW/ Construction	2002 2003 2004	3.3 5.3 10.2	0.4 0.7 1.3	0.6 1.0 2.1
W'sale/Retail/ Catering/Travel	2002 2003 2004	7.6 17.6 27.6	0.4 1.0 2.0	1.2 2.2 5.1
Post and Telecommunications	2002 2003 2004	0.4 1.0 1.7	- 0.4 0.6	0.3 0.7 1.0
Computing/ Other Business Services	2002 2003 2004	2.0 4.6 5.5	0.2 0.8 1.4	0.8 1.5 2.0
Other Services	2002 2003 2004	0.3 0.8 1.2	0.1 0.1 0.2	0.1 0.1 0.5
Total	2002 2003 2004	13.5r 29.3r 46.3	1.0r 3.1 5.5	3.1r 5.5r 10.7

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 11: Purchases over the Internet, by SIC(2003) sub-section, 2002, 2003 and 2004

	2002	2003	2004
<i>£bn</i>			
Manufacture of Food products, Beverages and Tobacco	0.4	0.7	1.3
Manufacture of Textiles and Textile Products	-	0.1	0.2
Manufacture of Leather and Leather Products	-	-	-
Manufacture of Wood and Wood Products	-	-	0.1
Manufacture of Pulp, Paper, Paper Products/Printing and Publishing	0.3	0.9	1.2
Manufacture of Coke, Refined Petroleum Products and Nuclear Fuel	-	-	1.7
Manufacture of Chemicals and Chemical Products and Man-made Fibres	0.4	0.8	1.5
Manufacture of Rubber and Plastic Products	-	0.1	0.2
Manufacture of other Non-metallic Mineral Products	-	0.1	0.1
Manufacture of Basic Metals and Fabricated Metal Products	0.2	0.2	0.6
Manufacture of Machinery and Equipment not elsewhere classified	0.3	0.3	1.0
Manufacture of Electrical and Optical Equipment	1.0	1.2	1.7
Manufacture of Transport Equipment	0.4	0.5	0.7
Manufacturing not elsewhere classified	-	0.2	0.3
Electricity, Gas and Water Supply	0.3	0.5	0.8
Construction	0.8	1.3	2.2
Wholesale and Retail Trade; Repair of Motor Vehicles and Household Goods	7.4	17.6	29.7
Hotels and Restaurants	0.2	0.4	1.0
Transport and Storage	1.6	2.9	4.1
Telecommunications and Postal Services	0.7	2.2	3.2
Real estate, Renting and Business Activities	3.0	6.9	8.9
Health and Social Work	-	0.2	0.3
Other Community, Social and Personal Service Activities	0.5	0.8	1.6
Total	17.6r	37.9r	62.4

Coverage: UK non-financial sector

Table 12: Sales over ICTs other than the Internet, by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>							
Total	2002	4.7	8.8	30.1r	42.8r	78.8r	165.2r
	2003	7.5	14.6r	33.6r	59.8r	85.0r	200.6r
	2004	8.8	14.9	28.8	56.1	89.5	198.1

Coverage: UK non-financial sector

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 13: Sales over ICTs other than the Internet, by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Computing/ Other business services	Other Services	Total
<i>£bn</i>							
Sold over ICTs other than the Internet	2002	99.9	56.4	3.3	4.2	1.3	165.2r
	2003	115.3	72.5	3.8	8.5	0.6	200.6r
	2004	106.6	72.7	5.1	12.4	1.4	198.1

Coverage: UK non-financial sector

Table 14: Businesses with Internet access, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With Internet access	2002	55.8	75.4	93.9	98.3	99.2	58.5	78.8
	2003	59.4	83.1	96.0	98.1	99.5	62.3	85.4r
	2004	61.6	82.8	97.3	99.3	99.8	64.3	85.5
Without Internet access	2002	44.2	24.6	6.1	1.7	0.8	41.5	21.2
	2003	40.6	16.9	4.0	1.9	0.5	37.7	14.6r
	2004	38.4	17.2	2.7	0.7	0.2	35.7	14.5

Base: All UK businesses

Table 15: Businesses with Internet connection, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With Internet access:								
With broadband as primary connection	2002	12.5	23.3	43.2	64.4	79.5r	14.4	27.5
	2003	23.6	37.9	60.1	74.1r	87.2r	25.7	42.4r
	2004	40.1	55.3	80.0	89.5	94.0	42.3	60.0
With narrowband as primary connection	2002	32.0	36.3	34.5	25.5	12.5	32.5	35.6
	2003	27.9	30.6r	26.9	15.3	6.9	28.1	30.0r
	2004	18.9	24.5	14.8	7.4	3.7	19.3	22.6
Do not know primary connection type	2002	11.2	15.8	16.2	8.5r	7.2	11.7	15.6
	2003	7.9	14.5	9.1	8.8r	5.4r	8.6	13.5
	2004	2.6	3.0	2.6	2.4	2.2	2.6	2.9

Base: All UK businesses

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r – revised

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 16: Businesses with Internet access, by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Banking/ Financial/ Insurance Services	Computing/ Other business services	Other Services	Total
<i>Per cent</i>								
With Internet access	2002	58.9	40.1	54.1	61.8	75.9	63.3	58.5
	2003	60.3	48.4	62.9	70.8	76.8	62.7	62.3
	2004	69.4	51.3	54.6	83.9	73.8	60.6	64.3
Without Internet access	2002	41.1	59.9	45.9	38.2	24.1	36.7	41.5
	2003	39.7	51.6	37.1	29.2	23.2	37.3	37.7
	2004	30.6	48.7	45.4	16.1	26.2	39.4	35.7

Base: All UK businesses

Table 17: Businesses with broadband Internet connection, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With broadband as primary connection:								
Cable/DSL as primary connection	2002	11.4	20.4	28.2	27.2	27.0	12.6	21.7
	2003	20.9	32.4r	44.7	38.7r	38.8	22.4	34.3r
	2004	33.7	46.0	63.0	51.6	44.0	35.3	48.5
Other fixed broadband as primary connection	2002	1.0	2.7	14.2	36.6	52.2	1.6	5.5
	2003	2.2	4.9	13.9	34.1	48.2r	2.8	7.2
	2004	4.3	8.1	16.0	36.3	49.7	5.0	10.3
Satellite/wireless broadband as primary connection	2002	0.2	0.3	0.7	0.6	0.4	0.2	0.3
	2003	0.5	0.7	1.5	1.2	0.2	0.5	0.8
	2004	2.1	1.2	0.9	1.6	0.3	2.0	1.1

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 18: Businesses with broadband Internet connection, by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Banking/ Financial/ Insurance Services	Computing/ Other business services	Other Services	Total
<i>Per cent</i>								
With broadband as primary connection:								
Cable/DSL as primary connection	2002	7.8	6.4	2.1	17.6	22.9	10.5	12.6
	2003	14.6	15.8	22.4	33.5r	33.8	20.9	22.4
	2004	32.6	27.1	33.9	45.4	45.1	32.2	35.3
Other fixed broadband as primary connection	2002	1.6	1.3	2.8	6.8	1.9	0.2	1.6
	2003	2.9	1.4	7.1	9.4	3.4	3.5	2.8
	2004	5.6	3.8	1.7	16.5	5.9	3.2	5.0
Satellite/wireless broadband as primary connection	2002	0.2	-	0.0r	-	0.4	0.1	0.2
	2003	1.2	0.2	-	0.6	0.4	0.7	0.5
	2004	1.4	1.9	0.0	0.9	2.9	1.0	2.0

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 19: Businesses' use of information and communication technologies (ICTs), by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With PCs, workstations, terminals etc	2002	63.2	87.2	97.5	99.3	99.3	66.3	89.0
	2003	66.6	90.6	98.6	99.3	99.7	69.5	92.0
	2004	65.9	90.7	99.0	99.7	99.8	68.8	92.2
With website, own or third party	2002	25.2	53.9	77.0	88.1	95.1	29.2	58.3
	2003	26.7	57.4r	82.6	89.8	97.0	30.7	62.1r
	2004	29.7	63.4	85.5	92.6	98.1	33.8	67.5
With intranet	2002	7.1	19.4r	44.1	65.0	82.0	9.2	24.5
	2003	6.5	23.1r	47.5r	69.1	84.1r	9.0	28.1r
	2004	7.5	25.8	46.5	70.3	85.4	10.0	30.3
With EDI	2002	4.1	10.7	23.6	46.0	61.7	5.3	13.7
	2003	3.1	12.4	25.8r	48.1	64.9r	4.5	15.6
	2004	2.2	11.7	25.7	47.8	64.1	3.6	15.0
With extranet	2002	1.6	3.7	9.6	23.4	35.4r	2.0	5.2
	2003	1.9	5.3r	11.0r	23.8r	40.5r	2.5r	6.9
	2004	1.7	5.0	14.0	28.3	44.0	2.3	7.2
With automated telephone entry	2002	1.2	1.3	5.8	12.8	21.9	1.4	2.4
	2003	1.4	3.5r	8.7	14.3r	24.5r	1.8	4.6
	2004	1.3	2.3	7.6	12.4	27.0	1.6	3.5
With mobile computer technology	2002	12.2	17.8	35.0	61.5	76.2	13.4	21.7
	2003	14.6	21.1	42.6r	69.4	85.0r	15.9	25.8
	2004	13.6	22.9	50.1	74.2	89.5	15.3	28.6
With WAN/LAN	2002	14.1	44.6	71.7	90.6	96.5r	18.5	50.0
	2003	16.3	49.9	76.1	91.1	98.4	20.7	55.0
With LAN	2004	18.1	50.3	78.8	91.1	95.9	22.3	55.8
With WLAN	2004	9.1	13.5	25.6	41.5	51.7	9.9	16.2

Base: All UK businesses

Table 20: Businesses' use of information and communication technologies (ICTs), by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Banking/ Financial/ Insurance Services	Computing/ Other business services	Other Services	Total
<i>Per cent</i>								
With PCs, workstations, terminals etc.	2002	71.3	49.3	59.2	66.5	80.7	67.2	66.3
	2003	71.9	57.8	67.5	72.8	79.7	69.0	69.5
	2004	75.3	57.0	61.5	84.7	75.6	68.8	68.8
With website, own or third party	2002	26.6	25.5	27.6	34.0	34.0	30.9	29.2
	2003	26.2	26.7	28.0	46.1	36.9	30.6	30.7
	2004	28.2	31.0	20.0	50.2	38.0	39.6	33.8

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 21: Businesses trading via electronic means, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Sold over the Internet	2002	4.0	6.4	7.7	14.4	22.3	4.4	6.9
	2003	4.8	9.1r	10.5	16.1r	28.0r	5.4	9.6
	2004	5.9	11.5	18.3	23.4	32.0	6.7	12.9
Purchased over the Internet	2002	12.2	15.8	23.7	31.0	37.3r	12.9	17.5
	2003	28.0	37.6	50.3r	57.5	58.6	29.4	40.0
	2004	33.4	48.1	62.3	65.4	70.3	35.3	50.7
Sold over other ICTs (exc Internet)	2002	3.6	9.2	20.4	33.9	30.2r	4.5	11.5
	2003	8.9	14.4	24.2r	35.2r	34.1r	9.7	16.5
	2004	7.9	12.8	24.9	33.7	35.7	8.7	15.2
Purchased over other ICTs (exc Internet)	2002	4.4	10.4	19.2	33.7	48.0	5.4	12.5
	2003	8.8	15.7	24.5r	44.0	58.0r	9.8	18.0
	2004	8.4	14.7	30.4	40.6	57.1	9.4	17.9
Received payments over any ICTs (inc Internet)	2002	5.4	19.3	36.4	47.9	56.5	7.5	22.6
	2003	11.3	24.5	33.5r	45.7	62.1	13.1	26.5r
Made payments over any ICTs (inc Internet)	2002	10.1	23.6	43.3	59.2	67.8	12.2	27.6
	2003	19.1	36.7	53.7r	72.1	80.6	21.5r	40.2
Received payments over the Internet	2004	3.0	4.5	6.5	9.3	19.3	3.3	5.0
Made payments over the Internet	2004	27.3	33.3	42.4	41.3	41.0	28.1	34.8

Base: All UK non-financial sector businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 22: Businesses trading via electronic means, by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Computing/ Other business services	Other Services	Total
<i>Per cent</i>							
Sold over the Internet	2002	4.4	6.4	1.1	3.2	1.8	4.4
	2003	4.0	6.8	1.6	4.7	6.2	5.4
	2004	4.1	7.8	13.4	6.9	6.7	6.7
Purchased over the Internet	2002	8.4	7.1	9.2	19.6	20.2	12.9
	2003	21.1	21.4	25.3	42.5r	29.4	29.4
	2004	29.3	27.6	37.2	45.5	36.3	35.3
Sold over other ICTs (exc Internet)	2002	6.1	4.4	1.4	3.7	4.7	4.5
	2003	10.9	7.7	9.2	12.1	6.0	9.7
	2004	10.0	8.4	6.6	9.0	6.2	8.7
Purchased over other ICTs (exc Internet)	2002	4.3	5.4	2.3	6.3	5.0	5.4
	2003	8.1	8.6	13.3	13.0	6.2	9.8
	2004	7.2	9.0	15.6	11.4	8.1	9.4

Base: All UK non-financial sector businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 23: Businesses with electronic integration of business processes, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With integrated electronic processes	2002	1.7	7.5	18.7	38.5	50.0r	2.7	10.2
With integrated internal electronic processes	2003	2.4	7.2r	17.3r	37.6	55.7r	3.2	9.7
	2004	1.8	5.1	16.7	37.9	60.3	2.5	7.9
With integrated external electronic processes	2003	1.8	5.7	12.1	24.9r	38.3r	2.4r	7.3r
	2004	2.1	5.6	13.6	23.6	40.4	2.6	7.4
<i>Type of integrated business process</i>								
With integrated production or service operating systems	2002	0.6	2.4	10.5	24.1	31.3	1.1	4.2
	2003	0.9	3.4r	11.1	25.4r	37.9	1.4	5.2r
	2004	0.9	2.7	10.4	25.3	41.8	1.3	4.7
With integrated logistics or delivery systems	2002	0.6	1.3	8.0	24.3	33.7	0.9	3.0
	2003	0.6	2.9	9.6	25.9	39.4r	1.1	4.7
	2004	0.7	1.9	9.4	25.4	41.9	1.0	3.9
With integrated invoicing and payment systems	2002	1.1	4.5	12.7	30.2	42.7	1.8	6.6
	2003	1.4	4.3r	14.2	32.1	49.3	2.0	6.7
	2004	1.2	3.0	13.0	29.8	52.3	1.7	5.4
With integrated marketing or customer relationship management systems	2002	0.8	1.6	4.8	10.1	15.4r	1.0	2.3
	2003	0.9	2.1	5.2r	12.2r	18.6	1.1	2.9
	2004	0.8	1.7	5.4	12.8	23.9	1.1	2.7
With other internal integrated operating systems	2002	0.8	2.9	8.0	21.4	30.1r	1.2	4.3
	2003	1.5r	3.0	8.6r	20.1r	31.3r	1.8	4.4r
	2004	0.7	2.0	6.8	15.5	28.6	1.0	3.2
Integrated with suppliers' ordering or business systems	2002	0.7	3.2	4.5	14.6	22.6	1.1	3.8
	2003	1.3	4.5r	7.1	16.6	30.4	1.7	5.3r
	2004	1.5	4.1	9.7	15.6	34.2	1.9	5.4
Integrated with customers' ordering or business systems	2002	0.5	1.0	5.2	16.0	18.1r	0.6	2.0
	2003	0.5	1.5	6.4	16.6	20.9	0.7	2.7
	2004	0.4	1.8	6.9	15.4	21.9	0.7	3.0
With other links to external businesses' systems	2002	0.3	1.1	3.2	7.6	12.4r	0.5r	1.7
	2003	0.8	0.9	3.0	8.0r	13.6r	0.9	1.5r
	2004	0.7	0.8	2.2	5.7	12.0	0.8	1.2

Base: All UK non-financial sector businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 24: Businesses' Internet interaction with public authorities, by size of business, 2002, 2003 and 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Using Internet to interact with public authorities	2002	16.0	28.3	39.6	52.4	53.6	17.8	30.7
	2003	17.5	31.8	46.4	55.7	62.1	19.4	34.7
	2004	18.3	38.7	50.0	60.6	67.4	20.9	41.1
<i>Purpose of Internet interaction with public authorities</i>								
Using Internet to obtain information	2002	14.6	26.1	37.7	50.4	50.2	16.3	28.5
	2003	16.6	30.3r	45.4	54.5	60.9r	18.5r	33.3
	2004	17.9	37.8	48.5	59.7	66.5	20.4	40.1
Using Internet to obtain forms	2002	8.3	19.5r	31.0	38.1	37.1	9.9	21.7
	2003	13.4	25.3r	40.7r	46.9	51.1r	15.1	28.2r
	2004	15.2	32.2	45.4	55.6	60.0	17.4	34.9
Using Internet to return completed forms	2002	3.9	8.4	14.8	19.5r	22.0	4.6	9.6
	2003	5.8	11.7	21.6	28.6	30.8r	6.7	13.7
	2004	8.3	18.1	30.2	40.0	41.7	9.6	20.5
Using Internet for full electronic case handling	2002	0.9	1.4	1.4	1.6	2.9	1.0	1.4
	2003	1.1	1.3	3.1	3.8	5.7	1.2	1.6
	2004	4.7	10.3	14.7	17.7	15.6	5.4	11.2
Using Internet for other purpose	2002	2.1	1.6	4.5	5.9	8.1	2.1	2.1
	2003	2.6	4.3	5.0r	6.4r	9.4r	2.8	4.5r
	2004	0.9	1.9	3.1	3.1	5.7	1.0	2.1

Base: All UK businesses

Table 25: Businesses' Internet interaction with public authorities, by broad industrial sector, 2002, 2003 and 2004

Broad Industrial Sector		Manufacturing/ EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecommunications	Banking/ Financial/ Insurance Services	Computing/ Other business services	Other Services	Total
<i>Per cent</i>								
Using Internet to interact with public authorities	2002	13.5	9.8	24.4	19.9	24.3	31.7	17.8
	2003	15.2	10.6	30.3	32.2	28.8	22.8	19.4
	2004	14.2	13.4	30.7	40.7	28.3	29.9	20.9

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 26: Businesses with ICT related security facilities, by size of business, 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Virus checking or protection software	2004	58.3	81.0	94.9	99.1	99.7	61.1	83.6
Firewall	2004	47.8	69.1	88.5	97.0	99.2	50.6	72.8
Secure server	2004	19.6	42.5	58.4	66.8	78.4	22.4	45.6
Off-site data backup	2004	22.8	50.3	68.8	81.3	91.6	26.2	54.1
Digital signature	2004	3.9	5.4	10.9	18.8	25.4	4.2	6.7
Other authentication method	2004	21.1	44.9	60.4	78.4	85.4	24.1	48.3
Data encryption	2004	7.3	17.2	26.9	49.0	62.8	8.6	19.7

Base: All UK businesses

Table 27: Businesses' experience of ICT related security problems, by size of business, 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Experienced any ICT related security problems	2004	10.4	15.8	24.6	29.2	39.8	11.2	17.6
<i>Types of ICT related security problems</i>								
Computer Virus attack	2004	8.8	14.9	22.5	25.8	35.8	9.6	16.5
Unauthorised access to computer systems or data	2004	2.0	1.8	3.9	2.6	4.1	2.0	2.1
Blackmail or threats to business data or software	2004	0.4	0.0	0.5	0.2	1.5	0.4	0.1
Business updated any of its ICT security facilities	2004 Q4	36.1	54.5	70.0	82.2	88.4	38.4	57.7

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 28: Businesses with Internet access (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With Internet access	2002	54.5	78.1	94.0	98.7	99.7	85.3	93.5
	2003	58.8	85.7	97.1	98.5	99.6	88.6	95.8
	2004	62.2	86.0	97.6	99.3	99.8	89.6	96.2
Without Internet access	2002	45.5	21.9	6.0	1.3	0.3	14.7	6.5
	2003	41.2	14.3	2.9	1.5	0.4	11.4	4.2
	2004	37.8	14.0	2.4	0.7	0.2	10.4	3.8

Base: All UK businesses

Table 29: Businesses with Internet connection (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With Internet access:								
With broadband as primary connection	2002	11.0	27.2	44.0	65.4	86.2	50.6	61.2
	2003	22.4	40.9	63.6r	76.5r	89.5r	61.9r	71.5r
	2004	39.9	58.0	81.6	90.4	95.3	75.1	83.6
With narrowband as primary connection	2002	31.9	35.6	34.4	24.5	8.9	24.5	22.5r
	2003	27.2	30.3	25.2r	14.0	5.6r	18.4r	16.3r
	2004	19.7	24.9	13.7	6.6	3.2	12.4	10.6
Do not know primary connection type	2002	11.5	15.3	15.6	8.7	4.6	10.2	9.9
	2003	9.2	14.5r	8.3r	8.0r	4.6r	8.3r	8.1r
	2004	2.7	3.1	2.3	2.2	1.3	2.2	2.0

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 30: Businesses with broadband Internet connection (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With broadband as primary connection:								
Cable/DSL as primary connection	2002	10.0	24.0	27.8	25.3	21.2r	20.9	23.8
	2003	20.1	35.4r	46.6r	39.9r	34.9	34.6	38.1
	2004	34.0	48.2	62.8	51.3	38.9	44.9	47.6
Other fixed broadband as primary connection	2002	1.0	3.0	15.6	39.3	64.9r	29.4	37.0
	2003	1.9	4.9	15.8r	35.6r	54.5r	26.7r	32.7r
	2004	4.0	8.5	18.0	37.9	56.3	29.2	35.4
Satellite/wireless broadband as primary connection	2002	0.1	0.2	0.6	0.7	0.1	0.3	0.3
	2003	0.4	0.7	1.3	1.0	0.1	0.6	0.6
	2004	1.9	1.3	0.9	1.3	0.1	1.0	0.7

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 31: Businesses' use of information and communication technologies (ICTs) (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With PCs, workstations, terminals etc	2002	62.4	90.5	96.5	99.4	99.7	89.6	97.0
	2003	66.8	92.6	98.8	99.4	99.7	91.8	97.9
	2004	67.8	92.5	99.1	99.7	99.8	92.1	98.0
With website, own or third party	2002	27.6	58.1	77.9	88.6	97.5	71.5	83.3
	2003	28.9	61.2r	84.0	90.9	98.4r	74.9	86.0
	2004	32.5	66.4	87.3	93.4	98.7	77.6	88.5
With intranet	2002	9.0	22.8	47.1	66.2	89.6	51.1	62.3
	2003	7.4	25.7r	50.1r	70.8	90.7	53.7r	65.0r
	2004	8.1	27.0	50.2	70.9	91.9	54.8	66.1
With EDI	2002	5.3	12.3	27.7	47.8	75.7	38.5r	47.4
	2003	3.7	12.8	30.0r	50.4r	77.5	40.4r	49.3r
	2004	2.7	12.1	29.1	51.1	77.1	40.1	49.3
With extranet	2002	1.3	3.9	10.3r	24.3	50.0	22.0	27.6r
	2003	1.8	6.1	12.0r	24.9r	56.8r	25.7	31.5r
	2004	2.0	4.9	15.9	29.7	59.8	28.0	34.3
With automated telephone entry	2002	1.3	1.6	6.0	13.6	33.3r	14.1	17.5
	2003	1.2	4.2	10.1	15.0r	36.9r	16.9r	20.8r
	2004	1.0	2.8	8.4	13.2	41.6	17.9	22.0
With mobile computer technology	2002	12.3	18.6	38.7	62.7	85.5r	47.9	57.4
	2003	13.8	23.3	45.7r	71.3	89.5r	53.5r	63.2
	2004	12.4	24.6	54.2	76.3	93.6	57.1	68.0
With WAN/LAN	2002	14.3	50.4	73.7	91.5	98.2	67.3	81.5
	2003	17.8	55.1	77.6	92.7	99.2	71.1	84.1
With LAN	2004	21.0	53.5	81.4	92.0	97.4	71.5	83.7
With WLAN	2004	9.1	14.0	27.2	42.3	61.7	35.1	41.4

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 32: Businesses trading via electronic means (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Sold over the Internet	2002	4.9	7.4	8.2	14.9	36.7	16.9	20.3
	2003	4.6	9.7	11.2r	17.0r	42.0r	20.0r	23.9r
	2004	6.6	11.8	19.3	24.9	43.8	23.9	28.3
Purchased over the Internet	2002	11.5	16.7	23.9	30.4	48.3r	28.1	32.8
	2003	25.8	39.2	50.4r	58.2	61.9r	47.9	53.6
	2004	34.3	50.4	63.0	65.2	73.8	58.6	64.8
Sold over other ICTs (exc Internet)	2002	3.4	9.6	22.6r	34.5r	29.3r	19.6	24.1
	2003	9.2	14.9	25.9	36.0r	27.0r	22.1	25.4r
	2004	8.9	13.6	26.2	35.5	28.1	22.2	25.6
Purchased over other ICTs (exc Internet)	2002	4.9	12.3	19.8	35.7	63.3	30.5	37.7r
	2003	9.5	17.4	27.2	46.5r	67.8	37.1	44.1
	2004	8.8	15.6	33.0	42.5	66.8	36.9	44.1
Received payments over any ICTs (inc Internet)	2002	7.6	20.8	38.0	49.5	64.4r	37.7	46.2
	2003	11.8	25.9	35.5r	48.8	71.0	41.8	49.4r
Made payments over any ICTs (inc Internet)	2002	11.0	26.0	43.9	60.4	71.4r	43.9	53.1
	2003	19.5	39.4r	58.1	74.7	83.3	56.8	66.4
Received payments over the Internet	2004	2.8	4.6	6.3	9.7	33.4	14.4	17.4
Made payments over the Internet	2004	27.1	35.6	43.4	41.2	44.3	38.6	41.6

Base: All UK non-financial sector businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 33: Businesses with electronic integration of business processes (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
With integrated electronic processes	2002	1.4	7.1	20.0	39.0	65.9	30.0	38.0
With integrated internal electronic processes	2003	2.7	7.9	20.0r	39.8	67.1	31.6	39.0
	2004	2.2	6.0	19.3	39.8	71.3	32.7	40.5
With integrated external electronic processes	2003	2.1	5.7	13.9	26.6	54.6r	24.4r	30.1
	2004	2.7	5.8	15.2	25.0	55.9	25.2	31.0
<i>Type of integrated business process</i>								
With integrated production or service operating systems	2002	0.4	2.4	11.5r	24.9	45.8	19.6	25.0
	2003	0.9	3.7	12.7	27.5r	50.0r	22.3	27.7
	2004	1.0	3.6	12.5	27.2	50.1	22.5	28.0
With integrated logistics or delivery systems	2002	0.3	1.5	9.2	25.9	49.4r	20.3	25.9
	2003	0.7	3.2	11.5r	27.7	53.0r	22.9r	28.6
	2004	0.9	2.3	10.8	27.6	54.9	23.5	29.3
With integrated invoicing and payment systems	2002	0.9	4.6	13.8	31.7	60.4	25.8	32.8
	2003	1.3	4.7	16.2r	34.4r	62.9r	28.1	34.9
	2004	1.5	3.4	15.1	31.7	64.8	28.2	35.1
With integrated marketing or customer relationship management systems	2002	0.4	1.8	5.2	10.0	26.7r	10.7r	13.6r
	2003	0.9	2.3	6.2r	13.7	28.5r	12.4r	15.3r
	2004	1.1	2.1	6.2	13.6	37.1	15.3	18.9
With other internal integrated operating systems	2002	0.6	2.9	9.4r	22.4	47.5r	19.6r	24.9
	2003	1.9	3.3	10.2r	22.5r	43.0r	19.1r	23.6r
	2004	0.9	2.5	8.2	17.5	37.7	16.3	20.3
Integrated with suppliers' ordering or business systems	2002	0.6	2.7	4.9	15.4	44.3r	16.9	21.5r
	2003	1.6	4.4r	8.4	17.7r	49.3r	20.3	25.1
	2004	2.0	4.1	10.7	16.7	51.8	21.6	26.7
Integrated with customers' ordering or business systems	2002	0.3	1.0	5.9	17.2	21.5r	10.0r	12.7r
	2003	0.4	1.7	7.4	18.0r	20.9	10.6	13.2
	2004	0.5	1.9	8.2	16.5	20.1	10.4	12.9
With other links to external businesses' systems	2002	0.1	1.1	3.8	7.9	26.8r	10.0r	12.8r
	2003	0.6	1.0	3.7	8.9r	26.8r	10.5r	13.0r
	2004	0.9	0.9	2.6	6.2	26.1	9.9	12.2

Base: All UK non-financial sector businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 34: Businesses using the Internet for interaction with public authorities (employment weighted), by size of business, 2002, 2003 and 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Using Internet to interact with public authorities	2002	18.1	30.6	40.4	52.8	52.9r	39.6r	45.4
	2003	17.9	33.6	47.8r	56.5r	62.1	45.4	52.0
	2004	19.3	40.6	51.1	60.7	69.0	50.4	57.9
<i>Purpose of Internet interaction with public authorities</i>								
Using Internet to obtain information	2002	16.5	28.4	37.9	50.6	48.1	36.7	42.1
	2003	17.1	32.1r	46.5	55.0	59.7r	43.7	50.2
	2004	18.9	39.7	49.7	59.7	66.7	49.0	56.3
Using Internet to obtain forms	2002	9.6r	20.5	30.9	36.7	33.5r	26.2	30.6
	2003	13.3	26.6	41.9r	47.1r	47.7r	36.2	41.7r
	2004	15.9	32.4	46.7	55.3	59.7	43.7	50.5
Using Internet to return completed forms	2002	5.4	9.2	15.1	19.9	21.9	14.8	17.4
	2003	6.3	12.2	24.0	30.1r	30.6r	21.5	25.1
	2004	8.9	17.5	32.3	40.0	44.8	30.4	35.6
Using Internet for full electronic case handling	2002	1.1	1.2	1.3	1.6	5.8	2.7	3.2
	2003	1.0	1.5	2.9	4.0	6.1	3.5r	4.1
	2004	4.8	10.4	14.9	17.4	17.6	13.4	15.4
Using Internet for other purpose	2002	2.8	1.5	4.5r	5.7	14.3	7.0	8.1
	2003	2.8	4.4r	5.7r	6.3r	11.0r	6.8	7.7
	2004	0.7	1.4	3.3	2.9	8.1	4.1	4.9

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 35: Businesses with ICT related security facilities (employment weighted), by size of business, 2004

Employment size		0-9	10 - 49	50 - 249	250 - 999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Virus checking or protection software	2004	58.6	83.7	95.4	99.3	99.7	88.1	95.3
Firewall	2004	48.1	72.7	90.0	97.1	99.5	82.9	91.4
Secure server	2004	20.6	44.9	60.4	68.3	86.1	59.6	69.2
Off-site data backup	2004	27.2	50.5	70.4	82.2	95.7	68.6	78.7
Digital signature	2004	3.8	5.5	12.5	18.6	24.8	14.5	17.2
Other authentication method	2004	22.7	47.0	62.3	80.3	89.3	63.4	73.3
Data encryption	2004	7.4	18.6	29.8	50.8	71.7	40.5	48.5

Base: All UK businesses

Table 36: Businesses' experience of ICT related security problems (employment weighted), by size of business, 2004

Employment size		0-9	10-49	50-249	250-999	1000+	All sizebands	10 or more
<i>Per cent</i>								
Experienced any ICT related security problems	2004	10.5	17.3	25.6	30.0	48.8	29.7	34.3
<i>Types of ICT related security problems</i>								
Computer Virus attack	2004	8.9	16.2	23.8	26.5	44.0	26.8	31.1
Unauthorised access to computer systems or data	2004	1.9	1.9	3.7	2.9	5.4	3.5	3.9
Blackmail or threats to business data or software	2004	0.3	0.0	0.5	0.3	2.8	1.1	1.3
Business updated any of its ICT security facilities	2004 Q4	36.5	57.9	70.3	83.5	93.1	71.0	79.4

Base: All UK businesses

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Note: Discrepancies may occur between totals and the sum of their independently rounded components