



INSTITUTO NACIONAL DE ESTATÍSTICA  
STATISTICS PORTUGAL

press release

# DIÍSTAQUE

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*Version rectified on 21/11/2022, 15:30*

**Errata:** At the beginning of the 3rd paragraph of the initial summary, it now reads “38.6% of families have access to DTT”; by mistake, the word 'only' had been included.

*Version rectified on 26/06/2023*

**Errata:** At the end of the methodological note, it was added “The execution of IUTIFC in 2022 was co-financed by the European Union.”

## SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2022

### MORE THAN 3/4 OF INTERNET USERS KEEP END-OF-LIFE COMPUTER EQUIPMENTS AT HOME

The results of the Survey on the usage of ICT in households, carried out in June and August 2022, indicate that 88.2% of households in Portugal have internet connection at home and 84.6% have a broadband connection, plus 0.9 percentage points (pp) on the internet connection and 0.5 pp on broadband connection in relation to 2021.

93.0% of households have at least one fixed telecommunications service at home and for 85.6% the existing fixed services are integrated into a package with other telecommunications services (fixed or mobile). Subscription TV is the main service, reported by 87.9% of the total households and by 80.4% of the households with services integrated in a package.

38.6% of households have access to Digital Terrestrial Television (DTT) in their main residence and 29.2% accumulate a TV subscription service with access to DTT.

Access to subscription is more frequent among families with children (95.5%) and in families with higher resources (93.9%), unlike DTT, which predominates in families without children (40.2%) and in families with lower resources (43.1%).

Internet usage is reported by 84.5% of the resident population aged 16 to 74 years old in 2022, 2.2 pp more than in the previous year, which represents a slowdown in growth in relation to the previous 2 years characterised by the COVID-19 pandemic (3.0 pp and 4.0 pp, respectively, in 2020 and 2021).

76.3% of internet users keep at home at least one computer equipment that stopped being used, mainly mobile phones or smartphones (66.4%) and laptops or tablets (42.8%); 26.1% reported the disposal of at least one equipment for recycling electronic waste and 18.6 % sold or offered at least one equipment to persons outside the household.

More than half of internet users (58.6%) reported having considered aspects related to environmental impact when purchasing new computer equipment. Yet, price (84.9%) and the characteristics of the hard drive or processor of the equipment (78.5%) are the characteristics that most influence the purchase.

SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS – 2022



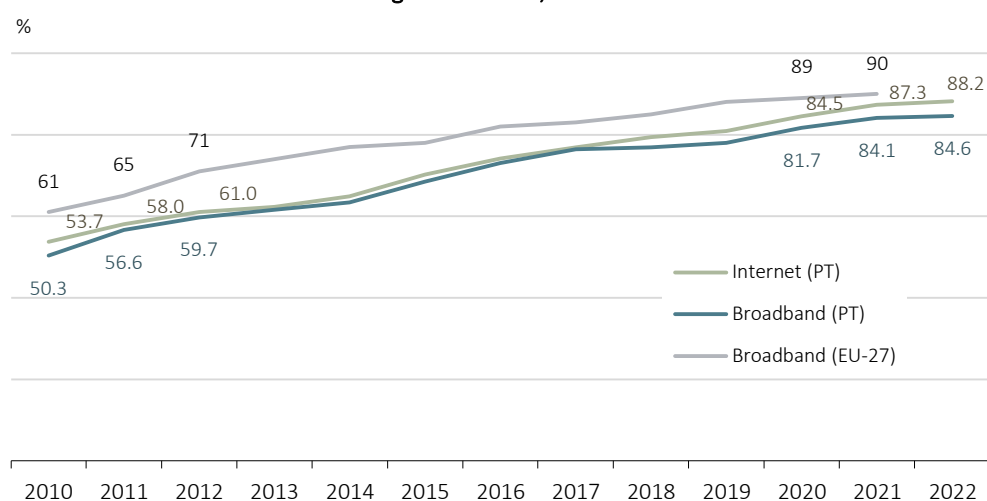
73.9% of internet users use equipment or systems whose operation is connected to the Internet (Internet of Things – IoT), 3.4 pp more than in 2020. The most used entertainment equipment is television (62.1%) and game consoles (30.0%).

In 2022, 42.7% of persons aged 16 to 74 years old placed orders over the internet in the 3 months prior to the interview, 2.3 pp more than in 2021, but below the increases recorded in the previous two years (7 pp in 2020 and 5.2 pp in 2021).

## Slowdown in internet access at home in 2022

In 2022, 88.2% of households in Portugal have internet connection at home and 84.6% have a broadband connection. These results indicate an increase of 0.9 percentage points (pp) in internet connection and 0.5 pp in broadband connection in relation to 2021, slighter than in previous years. Compared to 2010, internet access and broadband access at home increased by more than 34 pp.

**Figure 1. Proportion of households with internet connection and broadband connection at home, Portugal and EU-27, 2010-2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;

EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2022)

Note: Eurostat publishes data without decimals; data for 2022 is not available for EU-27.

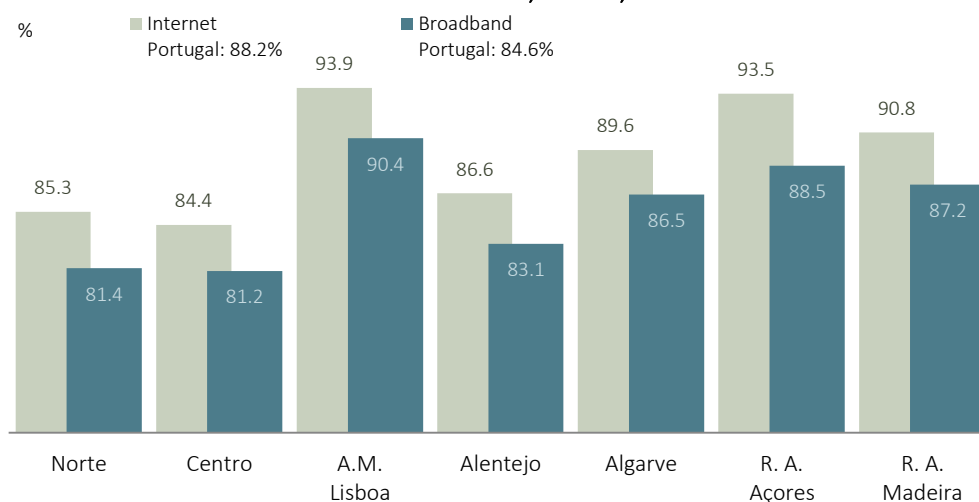
Although broadband access at home in Portugal remain below the European average (EU-27), the gap has been narrowing since 2020. In 2021, the proportion of households connected by broadband at home was 5.9 pp below the proportion obtained for the EU-27, below 10 pp in 2019 and 7.3 pp in 2020.

In 2022, internet connection at home and broadband connection continues to be more frequent in the Área Metropolitana de Lisboa, in the autonomous regions of Açores and Madeira and in the Algarve. Alentejo is no longer the NUTS 2 region with the lowest rates in the country, being the NUTS 2 region in which internet access



at home (4.5 pp more) and access via broadband at home (4.1 pp more) increased the most. In 2022, the lowest rates are recorded in region Centro: 84.4% on the internet connection and 81.2% on broadband connection.

**Figure 2. Proportion of households with internet connection and broadband connection at home, NUTS 2, 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

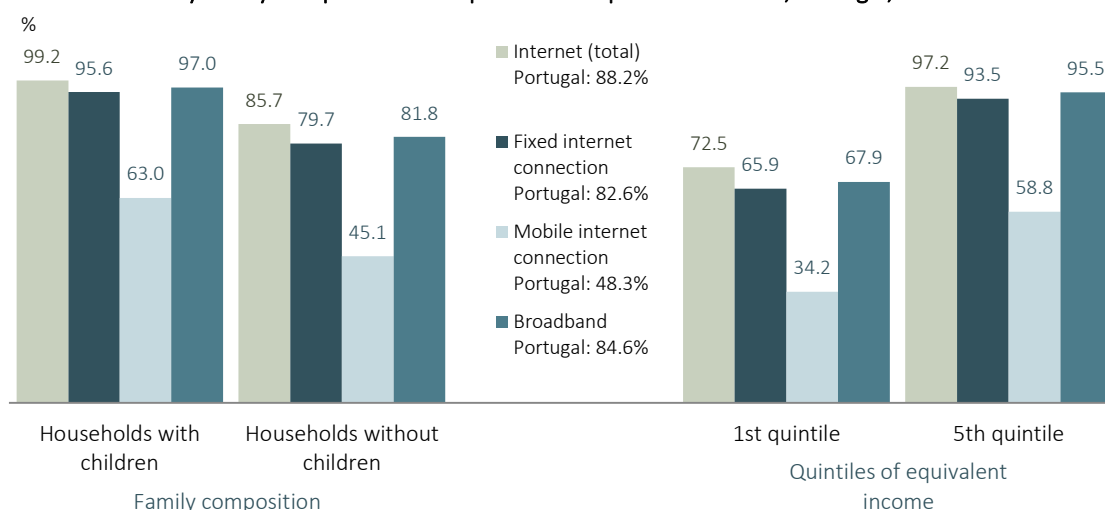
Households with children up to 15 years of age continue to have internet access (99.2%) and broadband access rates (97.0%) which are higher than most of the households in 2022.

By income classes<sup>1</sup>, the households of the highest quintile (20% of the households with the highest incomes) are the ones with the highest levels of internet (97.2%) and broadband access (95.5%). For the 20% of households with lower incomes (1st quintile), the proportions of internet access and broadband access at home are substantially lower (72.5% and 67.9%, respectively).

<sup>1</sup> Equivalent monetary net monthly income.



Figure 3. Proportion of households with internet connection and broadband connection at home  
by family composition and quintiles of equivalent income, Portugal, 2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

## Fixed technology is dominant in internet connections at home

In 2022, internet connections at home using fixed technologies (82.6%) are dominant, compared to mobile technology connections (48.3%).

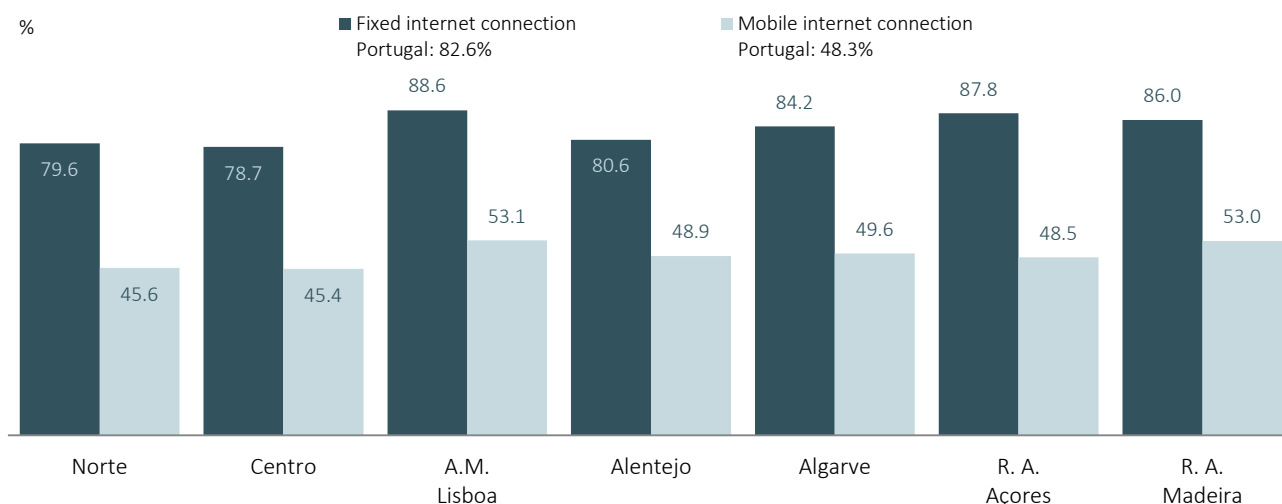
As for internet access and broadband access (Figure 3), the proportions of households with fixed internet connection are higher for households with children: 95.6%, 15.9 pp more than 79.7% of households without children with fixed connection. The proportion of households with mobile internet is also higher when there are children in the household (63.0%), although considerably lower than that recorded for internet access (97.0%).

Internet connection using a fixed technology is considerably higher in households with higher incomes (5th quintile) (93.5%) than for households with lower incomes (65.9%), taking the internet connection rates for households with higher and lower resources in general as a reference (97.2% and 72.5%, respectively). In contrast, the proportion of households with mobile connection register a gap of about 38 pp in relation to the proportion of internet access, both for households belonging to the 1st quintile of income, and for the 5th quintile.

By NUTS 2 regions, the proportions of households with fixed internet connection vary between 78.7% in region Centro and 88.6% in the Área Metropolitana de Lisboa. For mobile connections, proportions are recorded between 45.4% in region Centro and 53.1% in the Área Metropolitana de Lisboa.



Figure 4. Proportion of households with fixed internet connection and mobile internet connection at home, NUTS 2, 2022



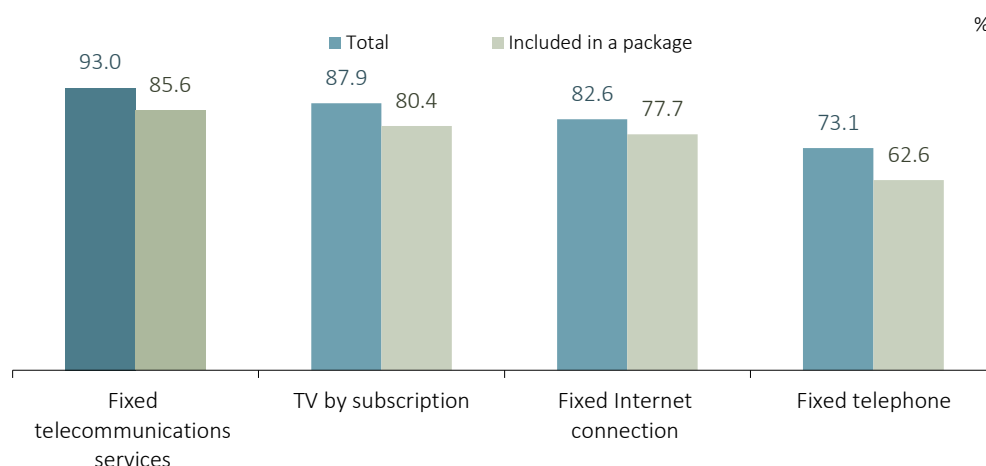
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

93.0% of households in Portugal have at least one fixed telecommunication service at home, mainly subscription

In 2022, 93.0% of households in Portugal have at least one fixed telecommunication service installed at home and for 85.6% the existing fixed services are integrated into a package with other telecommunication services (fixed or mobile). Whether with integration in a package or not, the subscription of a television service is the most frequent situation in the home of Portuguese households (87.9% in total and 80.4% in households with services integrated into a package), followed by fixed internet (82.6% and 77.7%, respectively) and, lastly, a fixed telephone line (73.1% and 62.6%, respectively).



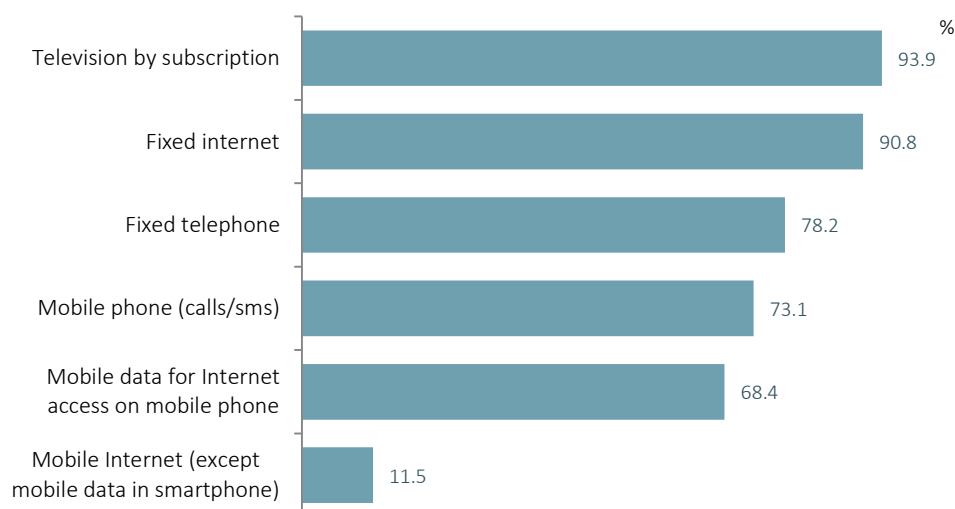
Figure 5. Proportion of households with fixed telecommunications services at home, by type of service, Portugal, 2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Subscription and fixed internet are the main telecommunications services included in packages, with proportions above 90%: 93.9% for television and 93.8% for fixed internet.

Figure 6. Proportion of households with fixed telecommunications services integrated in package, by type of service integrated in package, Portugal, 2022



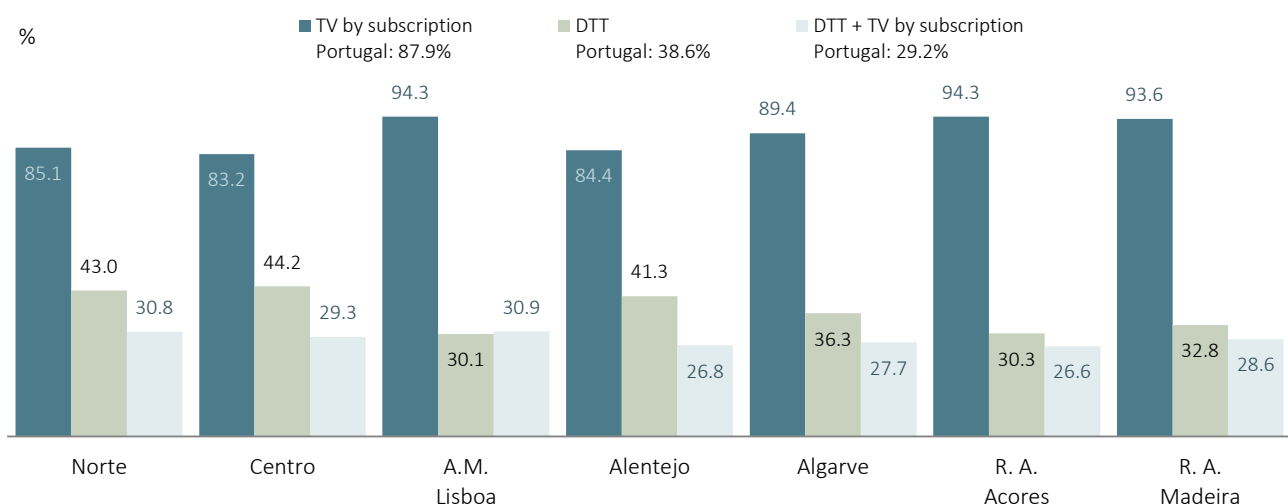
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



Approximately three quarters of households with a telecommunication package have a fixed telephone line (78.2%) and mobile telephone service for calls and SMS (73.1%), integrated into a package. For more than half of households that have a telecommunication package (68.4%), mobile data plans for internet access on the mobile phone are also included in the package. The service showing less in packages is the mobile internet (mobile data access by pen, router, or SIM card), with only 11.5% of households indicating that they have this service integrated.

The subscription of a television service, whether integrated into a package or not, is more frequent for families living in the Área Metropolitana de Lisboa and in the Região Autónoma dos Açores, accounting for 94.3% of households in both regions. Above the national reference (87.9%) are also the Região Autónoma da Madeira (93.6%) and the Algarve (89.4%).

**Figure 7. Proportion of households with subscription and  
Digital Terrestrial Television (DTT), NUTS 2, 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

In the country, 38.6% of the families have access to DTT in their main residence, with access being more frequent in households living in the region Centro (44.2%), Norte (43.0%) and Alentejo (41.3%). Access to DTT, i.e., access to a television that allows the broadcast of national generalist channels live and free of charge via DTT signal is lower in the four regions where the subscription of the television service is higher.

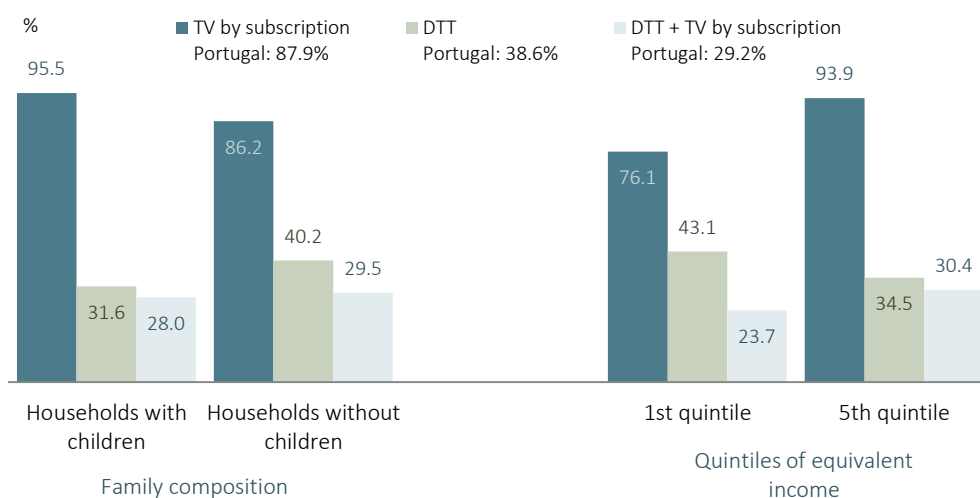
In the Área Metropolitana de Lisboa and region Norte, more than 30% of households report simultaneous access to the two services (subscription TV and DTT).



## Access to DTT prevails in households without children and with lower incomes

Access to subscription television is more frequent in families with children (95.5%) and in families with higher resources (93.9%), unlike DTT, which prevails in families without children (40.2%) and in families with lower resources (43.1%).

Figure 8. Proportion of households with subscription and Digital Terrestrial Television (DTT), by family composition and quintiles of equivalent income, 2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

## 81.8% of persons aged 16 to 74 years use a mobile phone to access the internet

In 2022, 81.8% of persons aged 16 to 74 years old used a mobile phone or smartphone to access the internet in the 3 months prior to the interview.

Internet usage is reported by 84.5% of the resident population aged 16 to 74 years old in 2022, 2.2 pp more than in the previous year. This result represents a slowdown in growth compared to the 2 previous characterised by the COVID-19 pandemic: 3.0 pp more in 2020 and 4.0 pp more in 2021.

Despite a significant increase in relation to 2010, the proportion of internet users obtained for Portugal in 2021 was still below the EU average in the same year (EU-27: 89%).

The proportion of women using the internet (83.6%) remains lower than that observed for men (85.5%) in 2022.

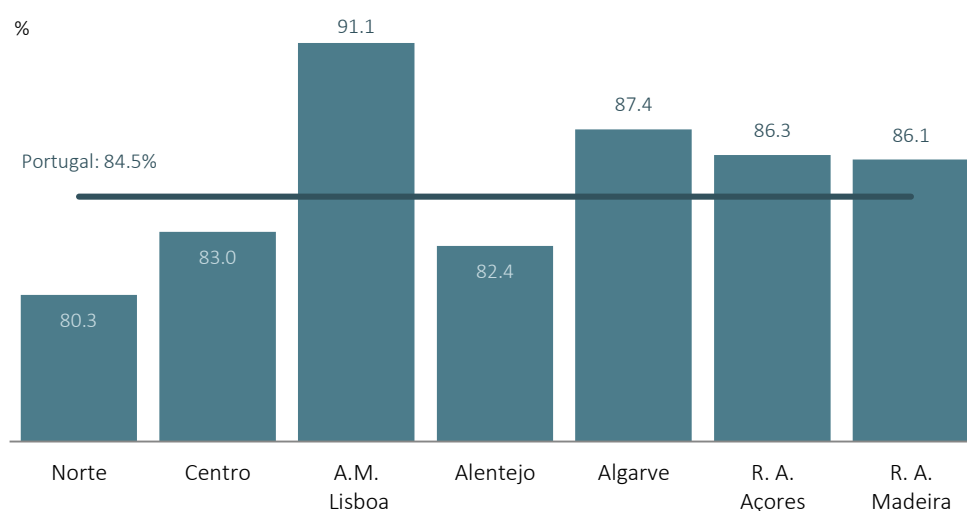
Almost all young people aged 16 to 24, and all students, use the internet.

The internet usage rate is also higher than 90% for the population aged 25 to 54, for persons (16-74 years old) who have completed a higher (98.7%) or secondary education (97.2%) level, for those employed (93.1%) and for the ones living in households with higher incomes (96.8% in the 5th quintile and 93.8% in the 4th quintile).



The regions with the highest internet usage rates are the Área Metropolitana de Lisboa (91.1%), the Algarve (87.4%) and the Região Autónoma dos Açores (86.3%) and Região Autónoma da Madeira (86.1%). The region Norte records the lowest proportion (80.3%), as in 2021.

**Figure 9. Proportion of persons aged 16 to 74 years using internet  
in the 3 months prior to the interview, NUTS 2, 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

## The internet is mainly used to communicate

In 2022, communicating and accessing information continues to be the main activity carried out by persons aged 16 to 74 years who used the internet in the 3 months prior to the interview: 91.8% exchanged instant messages (via WhatsApp, Messenger, etc.), 87.9% sent or received emails, 86.1% searched for information about goods or services, 81.8% read online news, 81.5% made calls (including video calls) and 79.0% participated in social networks.

Listening to music (69.5%) and using banking services (68.0%) are activities performed by more than two thirds of internet users.

The proportion of internet users for learning-related activities (44.7%) is slightly lower than in the previous year (46.5%), despite the decrease in the proportion of users attending online courses, from 24.5% in 2021 to 19.1% in 2022.

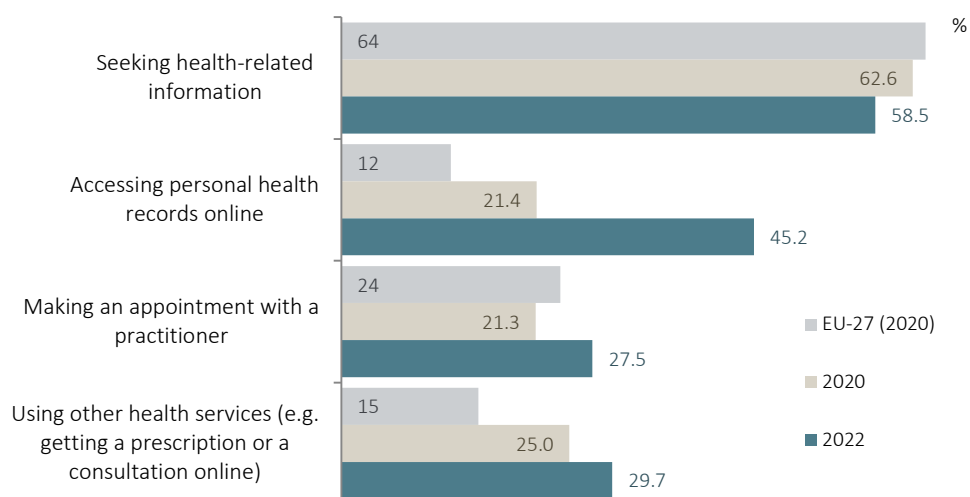
The activities associated with civic or political participation, although showing a positive evolution in relation to 2021, are those with the lowest participation of internet users: about a fifth refer expressing their opinion on this topic on websites or social networks and 13.9% participated in consultations or voting.



The proportion of internet users for health-related activities increased by 11.4 pp in relation to the last year this information has been collected (2020), although those who did it for seeking health information have decreased from 62.6% in 2020 to 58.5% in 2022.

The remaining health-related internet activities in 2022 have increased in relation to 2020 and are higher than the average for the EU-27 in 2020. The proportion of persons who accessed personal health records was the category that increased the most compared to 2020 (23.8 pp more).

**Figure 10. Proportion of persons aged 16 to 74 years using internet in the 3 months prior to the interview to health-related activities, Portugal, 2020 and 2022 and EU-27, 2020**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;  
EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2022)

Note: Eurostat publishes data without decimals; data for 2022 is not available for EU-27.



## Most internet users keep obsolete equipment at home

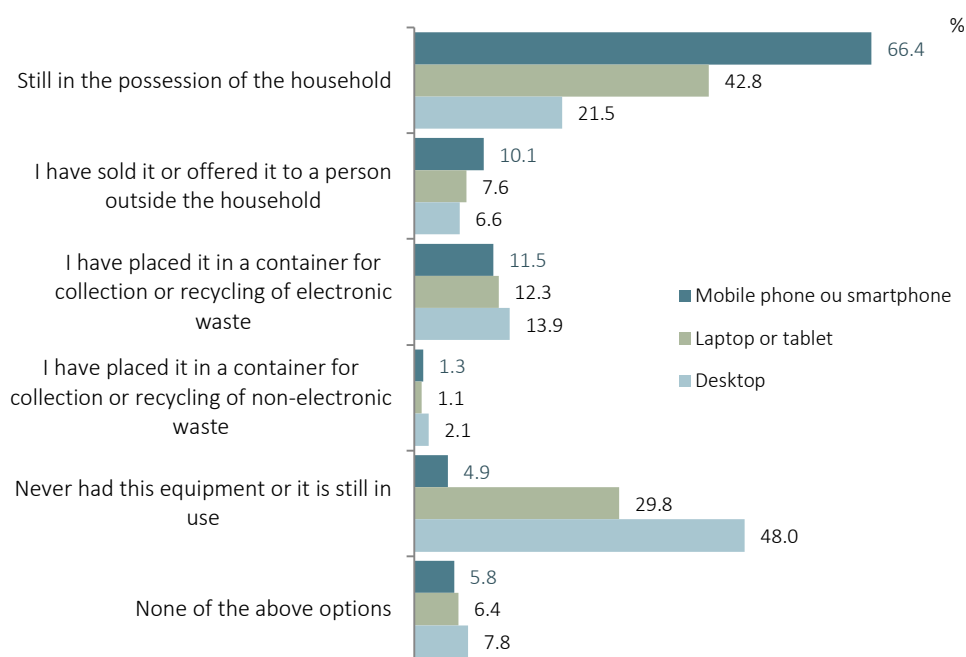
When asked about the behaviour adopted when stop using a computer equipment (mobile phone/smartphone, laptop/tablet, or desktop computer)<sup>2</sup>, 76.3% of internet users<sup>3</sup> indicate that their main behaviour was to keep the equipment at home: 66.4% did it in relation to the last mobile phone or smartphone they stopped using, 42.8% compared to the last laptop or tablet and 21.5% compared to the last desktop computer.

The second most frequent behaviour is the disposal of the equipment in an e-waste recycling container, reported by 26.1% of internet users in relation to at least one piece of equipment.

Selling or offering of the equipment to persons outside the household is the third most frequent behaviour (mentioned by 18.6% of users in relation to at least one equipment).

Disposal in containers not suitable for recycling electronic waste is reported by less than 3% of internet users.

**Figure 11. Proportion of persons aged 16 to 74 years by behaviour when stop using computer equipment, by type of equipment, Portugal, 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The Survey on ICT usage in households also collected information on the criteria adopted by internet users when purchasing new computer equipment, regarding aspects linked to environmental impact.

<sup>2</sup> Respondents were asked to refer to the last piece of equipment they most recently stopped using or stopped working.

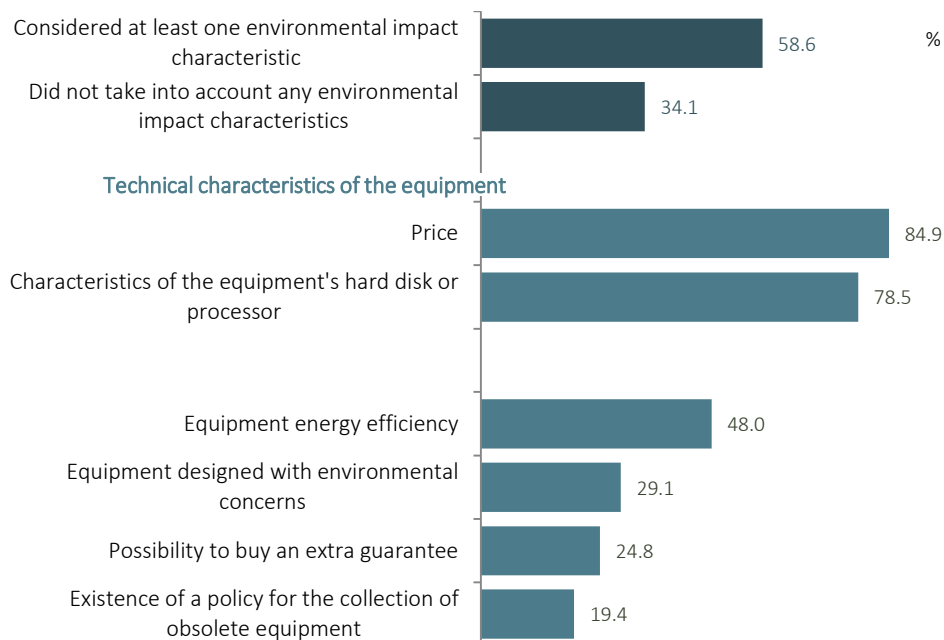
<sup>3</sup> People (16-74 years old) who used the internet in the 3 months prior to the interview.



It was concluded that, when purchasing new equipment, more than half (58.6%) took into account at least one characteristic with environmental impact: 48.0% reported having considered the energy efficiency of the equipment, 29.1% considered if the equipment has been designed with environmental concerns, 24.8% the possibility of purchasing an extra guarantee and 19.4% considered the existence of a policy for the collection of old/obsolete equipment.

A third of internet users (34.1%) reported that they did not consider any of the characteristics related to environmental aspects, with price (84.9%) and the characteristics of the hard drive or processor of the equipment (78.5%) being the most frequently mentioned characteristics.

Figure 12. Proportion of persons aged 16 to 74 years by behaviour when buying computer equipment, Portugal, 2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

## 7 out of 10 Portuguese use equipment connected to the internet (Internet of Things)

Of people using the internet in the 3 months prior to the interview, 73.9% used an equipment or system whose operation is connected to the Internet (Internet of Things - IoT<sup>4</sup>), which is a proportion 3.4 pp higher than that recorded in 2020<sup>5</sup>.

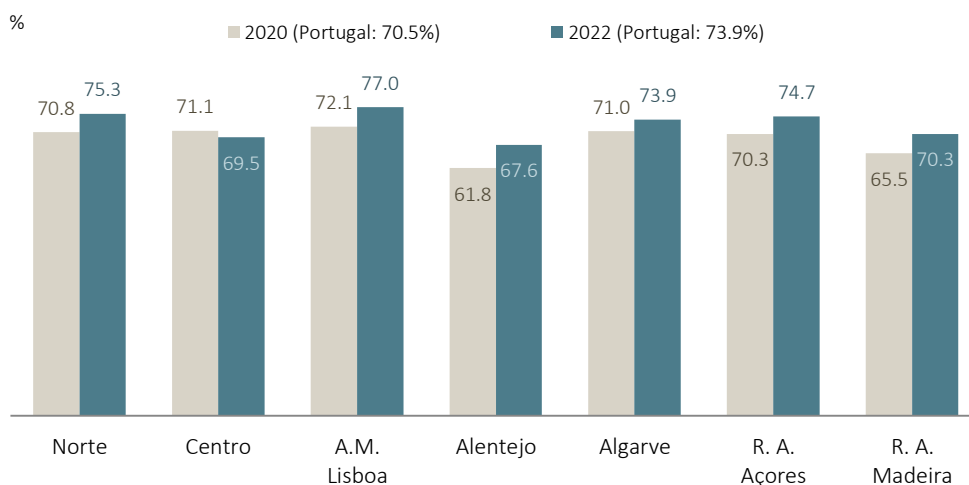
<sup>4</sup> IoT – acronym for the English term “Internet of Things”.

<sup>5</sup> The previous (and first) year for which information on the use of IoT equipment/systems was collected.



The region of residence still has little impact regarding the use of this type of equipment, with most regions standing quite close to the national average: the proportions of users vary between 73.9% in the Algarve and 77.0% in the Área Metropolitana de Lisboa. Alentejo (67.6%), Centro (69.5%) and Região Autónoma da Madeira (70.3%) have proportions of usage below the national reference.

**Figure 13. Proportion of persons aged 16 to 74 years using equipment or systems connected to the internet (Internet Of Things - IoT), NUTS 2, 2020 and 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

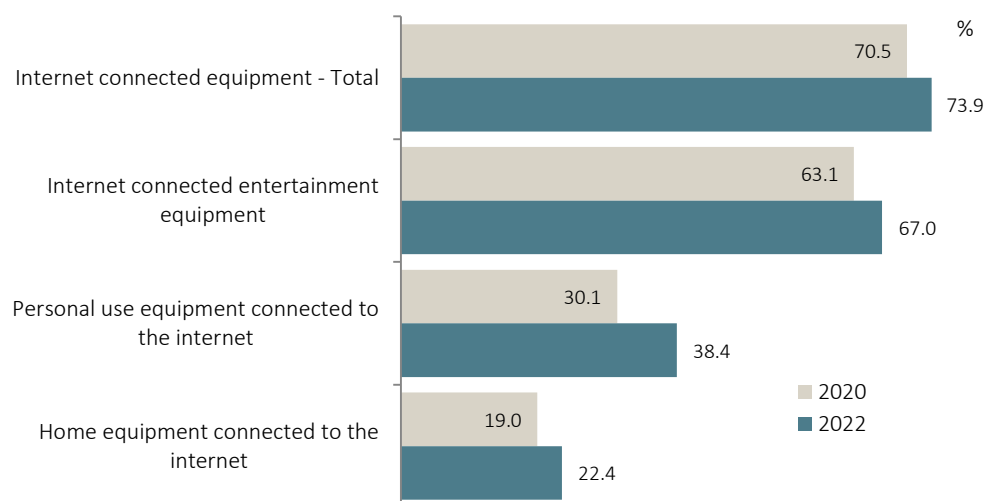
The use of an equipment or system connected to the Internet is more frequent in the case of men (76.8%), persons up to 44 years old (with proportions above 80%), those who accomplished higher (82.1%) or secondary education (79.2%), students (91.7%), employed (77.0%) and those living in families with an equivalent income in the 3rd quintile or higher.

The proportions of users of these IoT systems are lower in the case of the persons aged 65 to 74 years old, with 43.6%, and "other inactive", with 50.8%.

As in 2020, the main internet-connected equipment referred by internet users is entertainment equipment (67.0% indicated to use at least one entertainment equipment, 3.9 pp more than in 2020). In 2022, personal equipment and household equipment with internet connection (38.4% and 22.4%, respectively) remain the least reported, despite increases of 8.3 pp and 3.4 pp compared to 2020.



Figure 14. Proportion of persons aged 16 to 74 years using equipment or systems connected to the internet  
(Internet Of Things - IoT) by type of equipment, 2020 and 2022



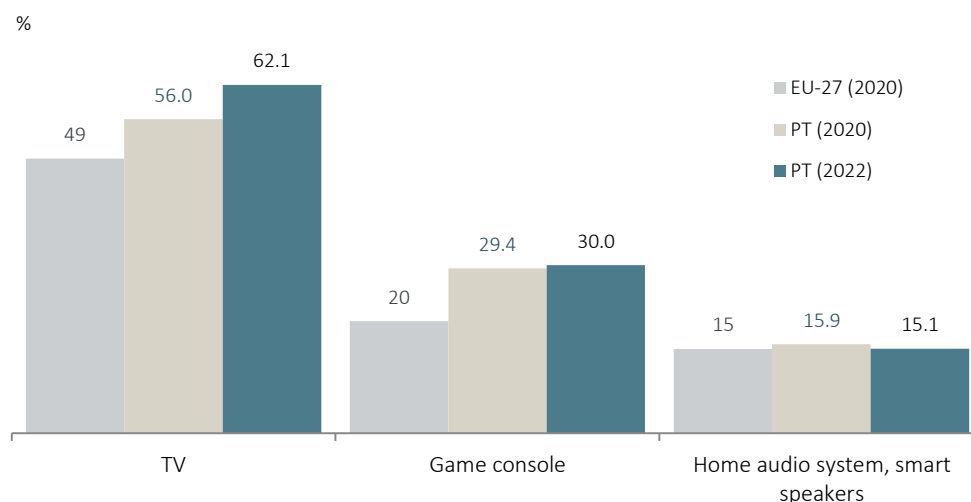
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Of all equipment, television with internet connection remains the most mentioned equipment (62.1%), followed by the internet-connected game console (30.0%) and personal equipment with internet connection such as smartwatches, fitness bracelet, headphones and glasses or clothing and accessories (32.7%).

When considering IoT equipment related to entertainment, the proportions achieved in Portugal in 2020 exceeded those recorded in the EU-27 in the same year.



Figure 15. Proportion of persons aged 16 to 74 years using equipment or systems connected to the internet (Internet Of Things - IoT) by entertainment equipment, Portugal, 2020 and 2022 and EU-27, 2020



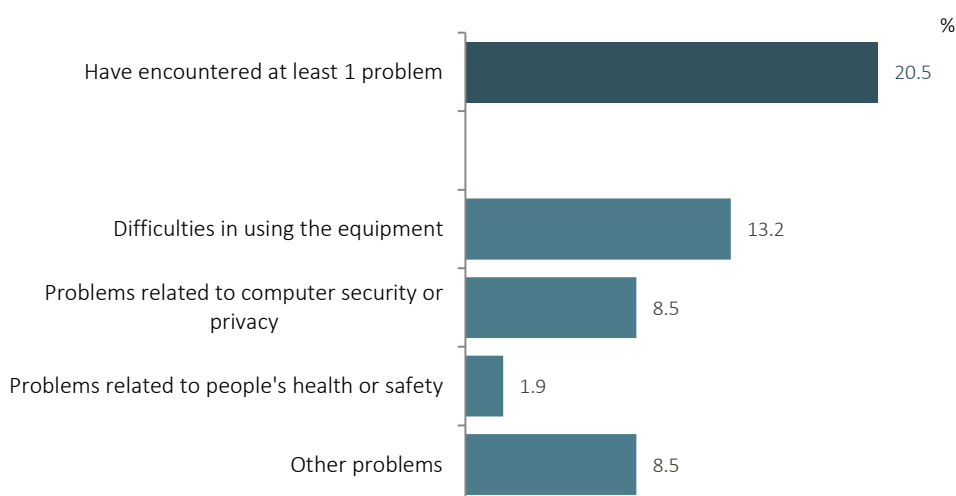
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;

EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2022)

Note: Eurostat publishes data without decimals; data for 2022 is not available for EU-27.

About one fifth of users of an equipment or system connected to the Internet reported having encountered some problems in the usage of these services, with difficulties using the equipment being the main problem pointed out (13.2%); 8.5% of users reported having had computer security or privacy problems, and 1.9% reported health or safety problems.

Figure 16. Proportion of persons aged 16 to 74 years having encountered problems when using equipment or systems connected to the (Internet of Things – IoT) by problem, Portugal, 2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



## 68.7% of people contacted public agencies over the internet

In 2022, more than two thirds (68.7%) of people aged 16 to 74 in Portugal used the internet in the 12 months prior to the interview to contact public authorities, accessing their websites or applications. The Área Metropolitana de Lisboa is the region with the highest proportion of persons accessing websites of public bodies (78.1%).

Access to websites of public bodies was reported more frequently by men (70.2%) than by women (67.4%) and in the age groups up to 54 years, mainly persons aged from 25 to 34 years (89.1%), from 35 to 44 years (86.3%) and from 16 to 24 years (81.0%).

Access to those websites is also more frequent for people who have completed a higher education (95.1%) or secondary education (83.7%) and for those belonging to families with an income in the three highest income quintiles (71.0% in the 3rd quintile, 84.3% in the 4th, 89.7% in the 5th).

Regarding activity status, students (82.6%) and persons employed (80.2%) are those mostly accessing websites of public bodies.

The main purpose of using the Internet to contact public bodies is the consultation of personal information, reported by more than half of people (53.0%); 39.8% of persons consulted information of a different type (other than personal information, or information that is publicly available), such as information related to available services, schedules, legislation, rights, benefits, documents needed to request a certificate, etc.

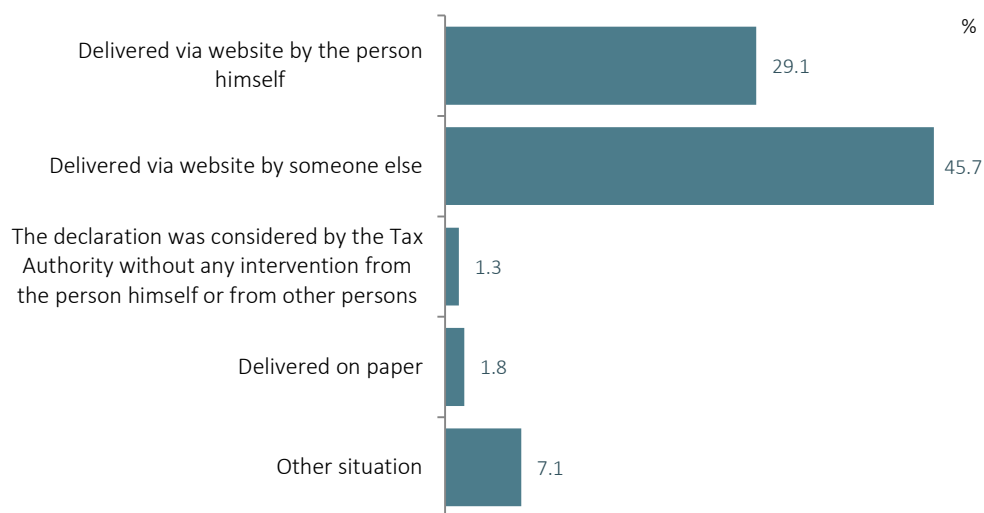
About one third of the population accessed official documents or communications (33.1%), downloaded or printed official forms (32.2%), scheduled visits, medical appointments or made reservations in public authorities (30.2%).

## For most people, the submission of the tax declaration is made over the internet, but only a third by themselves

Most people indicate that the tax declaration was submitted through a website, whether by themselves (29.1%) or by someone else, for example a family member, friend, or accountant (45.7%).



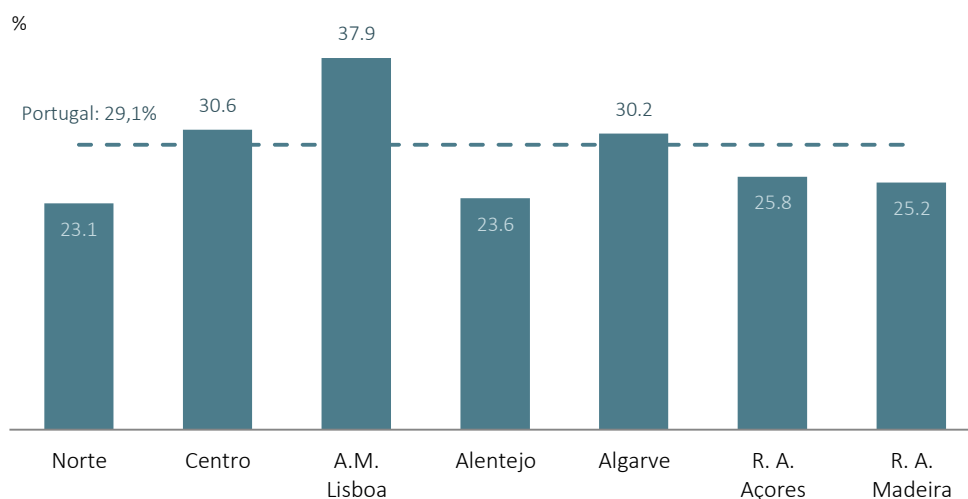
**Figure 17. Proportion of persons aged 16 to 74 years according to the way of submitting the tax declaration in the 12 months prior to the interview, Portugal, 2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The submission of the tax declaration over the Internet by the person himself is more frequent in the Área Metropolitana de Lisboa (37.9%) and in the Centro (30.6%) and Algarve (30.2%) regions.

**Figure 18. Proportion of persons aged 16 to 74 years that submitted the tax declaration via website in the 12 months prior to the interview, total and by NUTS 2, 2022**

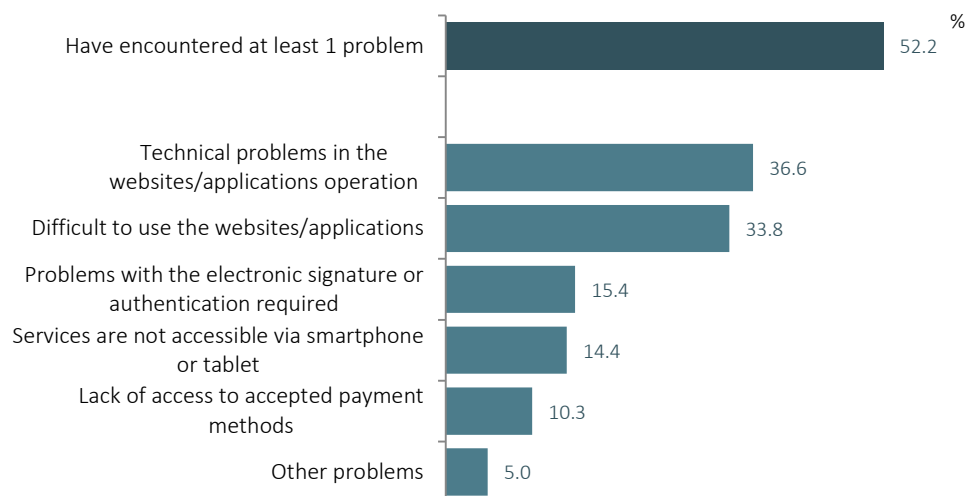


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



Of the people who indicate having used the internet in the 12 months prior to the interview to contact with public bodies, about half (52.2%) refer that they have faced at least one problem in that contact, with problems mentioned the most being technical problems in the operation of websites or applications (36.6%) or the difficulty using the websites (33.8%).

**Figure 19. Proportion of persons aged 16 to 74 years having encountered problems when accessing websites of public authorities in the 12 months prior to the interview, by type of problem, Portugal, 2022**



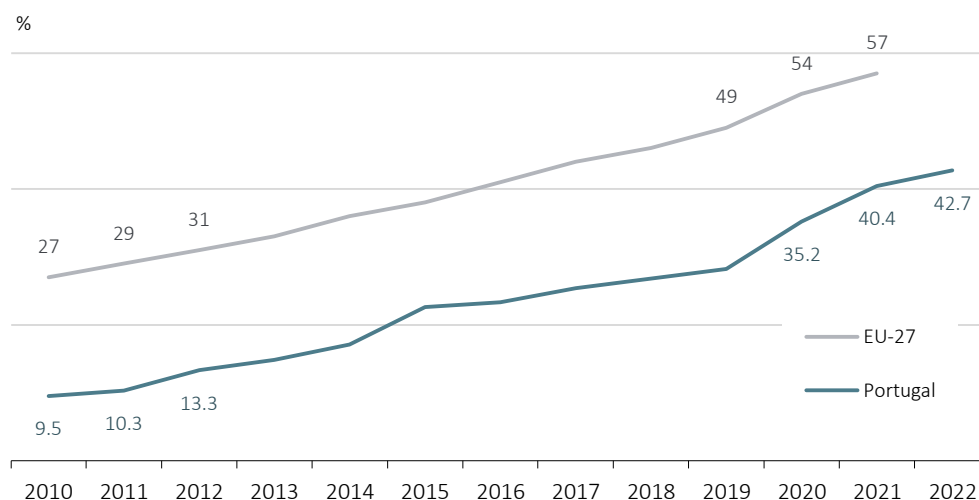
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



## The growth of the internet usage to place orders slowed down in 2022

In 2022, 42.7% of people aged 16 to 74 have placed orders via the internet in the 3 months prior to the interview, 2.3 pp more than in 2021, but below the increases recorded in the previous two years (7 pp in 2020 and 5.2 pp in 2021).

**Figure 20. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview, Portugal and EU-27, 2010-2022**



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;  
EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2022)

Note: Eurostat publishes data without decimals; data for 2022 is not available for EU-27.

Compared to the EU average, Portugal continues to show lower levels in the use of e-commerce: 16.6 pp less than 57% of EU-27 residents placed orders via the internet in the 3 months prior to the interview in 2021.

The proportion of women who placed orders over the Internet (44.5%) in 2022 remains higher than that of men (40.7%).

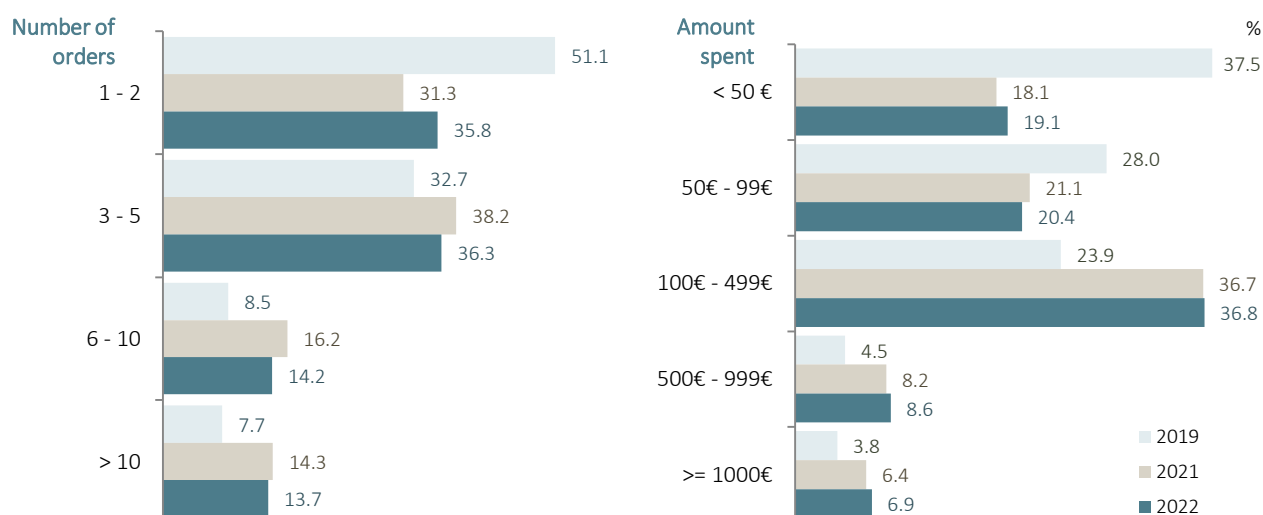
The use of e-commerce is also significantly higher in the 25-34 age group (74.3% of users), users having completed a higher education (68.0%), students (60.9%) and those living in households pertaining to the three highest income quintiles (46.4% to 59.2%).

In 2022, e-commerce users keep up a small reduction in the number of orders placed compared to 2021. The decrease is more significant among users who placed 6 to 10 orders (-2.0 pp) and 3 to 5 orders (-1.9 pp). In contrast, the proportion of users who placed 1 or 2 orders increased (4.5 pp more).

Despite the decrease in the number of orders placed, the distribution of user proportions by amount spent does not show significant differences compared to 2021, keeping up the preponderance (36.8%) of users who place orders through e-commerce with a value of 100€ to 499€.



Figure 21. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview  
by number of orders and amount spent, Portugal, 2019-2022



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Since 2020, physical products are those that most users order (98.3% have ordered at least one physical product). The acquisition of digital products shows some stability in the preference of users in the period under analysis: from 49.2% in 2020 to 51.4% in 2022. On the other hand, the acquisition of services increased by 17.2 pp (from 47.8% in 2020 to 65.0% in 2022).

The pattern of distribution of user proportions by products or services ordered remains close to the one in previous years, with the predominance of clothes, shoes, or accessories (65.9% in 2022 and 69.0% in 2021), deliveries from restaurants (41.8% in 2022 and 46.0% in) and digital films, series, or sports programs (34.9% in 2022 and 34.3% in 2020).

Regarding transport services (both with 9.5 pp more than in 2021), who made accommodation reservations (8.0 pp more) and who purchased tickets for sport events (6.3 pp more).

Regarding services purchased over the internet, in 2022 there was an increase in the proportion of users who purchased cultural services, such as tickets to cultural events, and transport services (both 9.5 pp more than in 2021), as well as of those who made reservations for accommodation (8.0 p.p. more) or purchased tickets to sporting events (6.3 pp more).



## METHODOLOGICAL NOTE

Indicators in this press release were based on data from the Survey on Information and Communication Technologies Usage in households and by Individuals (IUTICF), carried out by Statistics Portugal each year since 2002 (since 2006 in accordance with specific EU regulations and currently pursuant to implementing Regulation (EU) 2019/1700 of the European Parliament and Council of 10 October 2019).

The IUTICF is an annual survey based on a representative sample of households resident in Portugal with at least one individual aged 16 to 74 years old.

The sample was sized and stratified by NUTS 2 in order to obtain representative estimates for mainland Portugal and for the autonomous regions of Açores and Madeira. Nevertheless, for other levels of disaggregation (not necessarily geographic), the representativeness is evaluated according to the specific sampling errors.

The estimates presented have been obtained from a sample of 6,594 households with at least one person aged 16 to 74 years old and the same number of persons in this age group.

Indicators related to e-commerce and internet usage generally refer to the 3 months prior to the interview. Indicators related to access to public bodies' websites refer to the 12 months prior to the interview, and the results on internet access refer to the time of the interview. Data collection for this survey took place between 6 June and 21 August 2022.

The execution of IUTICF in 2022 was co-financed by the European Union.

## DEFINITIONS

**BROADBAND** – A connection that makes possible the transmission, at a high speed, of considerable quantities of information, such as television images. The types of broadband connection are: XDSL (ADSL, SDSL, etc.), cable, UMTS or other such as satellite.

**E-COMMERCE** – Business process conducted via Internet Protocol-based networks or via other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce. Note: if the e-mail system is used for the transmission of an automatic message, i.e. computer-to-computer without human intervention, then it is considered an e-commerce transaction.

**E-MAIL** – System that allows the sending of messages by computers inserted in communication networks or by other type of communication equipment.

**EQUIVALENT INCOME** – The result of the division of the household's disposable income by its size in terms of "equivalent adults". Note: "Equivalent adults" is a unit resulting from the application of the OECD modified scale.



INSTITUTO NACIONAL DE ESTATÍSTICA  
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press release

# DIÍSTAQUE

**INFORMATION AND COMMUNICATION TECHNOLOGY** – A branch of computing science and its practical uses which aims at classifying, preserving, and disseminating information. Information systems and special knowledge are applied to businesses and learning. Hardware and software create the electronic structure to support the information logic.

**INTERNET (www access)** – The connection to the set of global computer networks interlinked by the TCP/IP protocol (Transmission Control Protocol/Internet Protocol), where data and service servers are located (FTP, WWW, email, etc.).

**INTERNET BANKING** – Service designed to help users easily manage their bank accounts. It uses Internet technologies and allows the user to access information about their accounts, transfer money between accounts, make payments and perform other tasks on a self-service basis.

**INTERNET OF THINGS** – Set of devices or systems interconnected on the internet that collect and share data, which can be monitored and controlled remotely.

**PRIVATE HOUSEHOLD** – A group of people living at the same dwelling, with either "de jure" or "de facto" family relationships, occupying the all or part of a dwelling; or a single person that fully or partly occupies a dwelling. Note: Guests with maintenance obligations as well as other persons are included in the private household, as long as the fundamental or basic expenses together with income are shared. Domestic personnel cohabiting in the dwelling can also be considered to belong to the private household (if they don't go away every week to the dwelling where their household lives).

**SOCIAL NETWORK** – Set of sites that privilege the formation of virtual communities with common interests.

**VIDEOCONFERENCE** – Set of telecommunications facilities that allow bidirectional communication through electronic devices, sharing their acoustic and visual spaces through the transmission of audio signals, control and textual documents plus video signals transmitted in real time.

**WEBSITE** – A programmed webpage or set of webpages viewed using a browser (Internet Explorer, Netscape, etc.). Each webpage has its own www address (e.g., [www.organismo.pt](http://www.organismo.pt)), known as a URL (Uniform Resource Locator).