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SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2025

Errata: on 28/01/2026, the data on access to ICT at home in 2025 was rectified, with an impact on page 1, 7th paragraph (where it read "(...) the survey indicates that 90.9% (...)" it should read "(...) the survey indicates that 91.1% (...)"; and where it read "(...) fixed technologies (85.0%)." it should read "(...) fixed technologies (85.3%).");
on page 21, figure 20, 1st paragraph (where it read "In 2025, 90.9% (...)" it should read "In 2025, 91.1% (...)");
on page 22, figure 21, 1st paragraph (where it read "(...) fixed technologies (85.0%) (...)" it should read "fixed technologies (85.3%) (...)"; and where it read "(...) mobile technology connections (54.7%)." it should read "(...) mobile technology connections (55.8%).");
Still on page 22, 3rd paragraph (where it read "(...) (99.2%), regardless of the access technology used – broadband (97.3%), fixed internet (95.9%) or mobile internet (62.1%)." It should read "(...) (99.0%), regardless of the access technology used – broadband (96.4%), fixed internet (94.8%) or mobile internet (63.4%)."; and where it read "(...) 94.7% have broadband access, 92.4% have fixed internet and 63.2% have mobile internet." it should read "(...) 94.8% have broadband access, 92.6% have fixed internet and 65.0% have mobile internet.");
on page 23, figure 22, 1st paragraph (where it read "In 2025, 89.2% (...)" it should read "In 2025, 89.4% (...)");
also on page 23, 2nd paragraph (where it read "Across the country as a whole, 22.7% (...)" it should read " Across the country as a whole, 22.5% (...)");
on page 24, figures 23 and 24, 1st paragraph (where it read "Access to TV by subscription is more frequent in households with children (96.4%) and in households with higher incomes (92.3%), unlike DTT, which predominates in households without children (24.4%) and in households with lower incomes (28.2%)." It should read "Access to TV by subscription is more frequent in households with children (96.0%) and in households with higher incomes (92.7%), unlike DTT, which predominates in households without children (24.1%) and in households with lower incomes (28.7%).").

38.7% OF PEOPLE AGED 16 TO 74 USE ARTIFICIAL INTELLIGENCE TECHNOLOGIES

The results of the Survey on Information and Communication Technologies Usage in Households and by Individuals carried out in 2025 show that 38.7% of people aged 16 to 74 used Artificial Intelligence (AI) tools in the 3 months prior to the interview, most of them for personal purposes. The proportion of AI users almost doubles in the 16 to 24 age group (76.5%) and among students (81.5%).

The survey results indicate that 89.5% of the resident population aged 16 to 74 used the internet in the 3 months prior to the interview, mainly to communicate and access information, and that 49.6% placed orders online in the 3 months prior to the interview, mainly for clothing, footwear and fashion accessories (75.9%).

This survey also shows that 74.2% of people aged 16 to 74 accessed websites or applications of public bodies in the 12 months prior to the interview, mainly to consult personal information (52.7%). In 2024, the most recent year for which data is available for the European Union (EU-27), the proportion of people in Portugal who had contact public bodies was 5.9 percentage points (pp) above the EU-27 average (70.0%).

The proportion of internet users who encountered aggressive, discriminatory or humiliating content increased from 35.5% in 2023 to 45.2% in 2025, citing as the main reasons for perceived aggression, discrimination or

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humiliation issues related to nationality, ethnic or racial origin (37.9%), political or social positioning (37.0%) and sexual identity or orientation (33.2%).

38.9% of the population aged 16 to 74 used a Citizen Card or Digital Mobile Key as a means of authentication to access online services in the 12 months prior to the interview, 8.5 pp more than in 2023.

According to the same survey, 59.2% of people aged 16 to 74 have digital skills at basic or above basic level, especially in the case of the population aged 16 to 24 (83.4%) and among people who have completed tertiary education (88.4%).

Regarding access to information and communication technologies at home, the survey indicates that 91.1% of households in Portugal have internet access at home, mainly using fixed technologies (85.3%).

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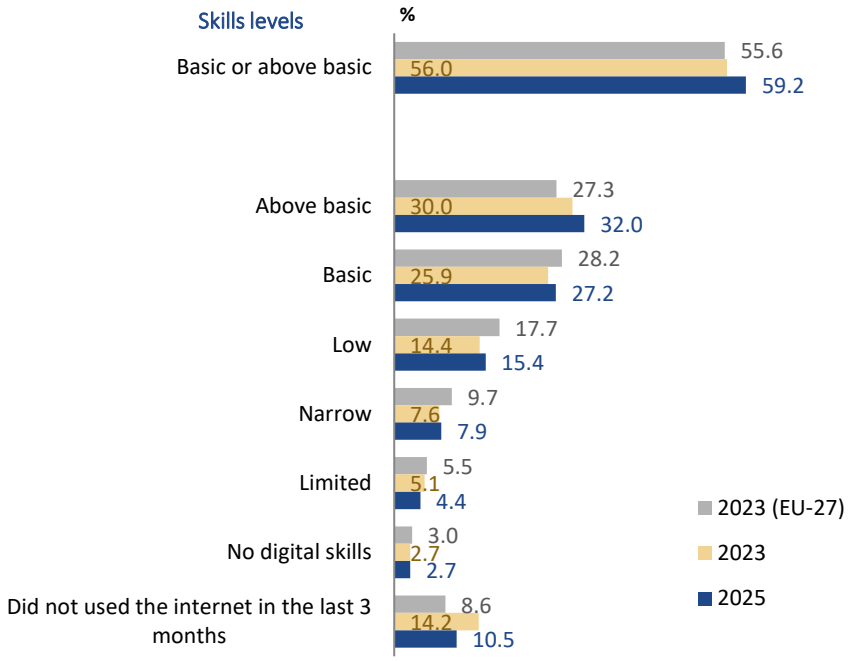
1. DIGITAL SKILLS

The results obtained by the Survey on Information and Communication Technologies Usage in Households and by Individuals carried out in 2025 once again allow the calculation of the indicator that assesses the overall level of digital skills[1], showing that 59.2% of people aged 16 to 74 have digital skills at basic or above basic level, 3.2 percentage points (pp) more than in 2023[2].

The percentage of the population with skills at basic or above basic level registered in Portugal was, in 2023, higher than that of the European Union (EU27) by 0.4 pp, a difference mainly explained by a higher proportion of the "above basic" level in Portugal (30.0%), compared to the EU-27 (27.3%).

Figure 1

PROPORTION OF PEOPLE AGED 16 TO 74, BY DIGITAL SKILLS LEVELS, PORTUGAL AND EU-27, 2023 AND 2025



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 13/11/2025) [ISOC_SK_DSKL_I21].
Note: Data for 2025 for the EU-27 are not yet available.

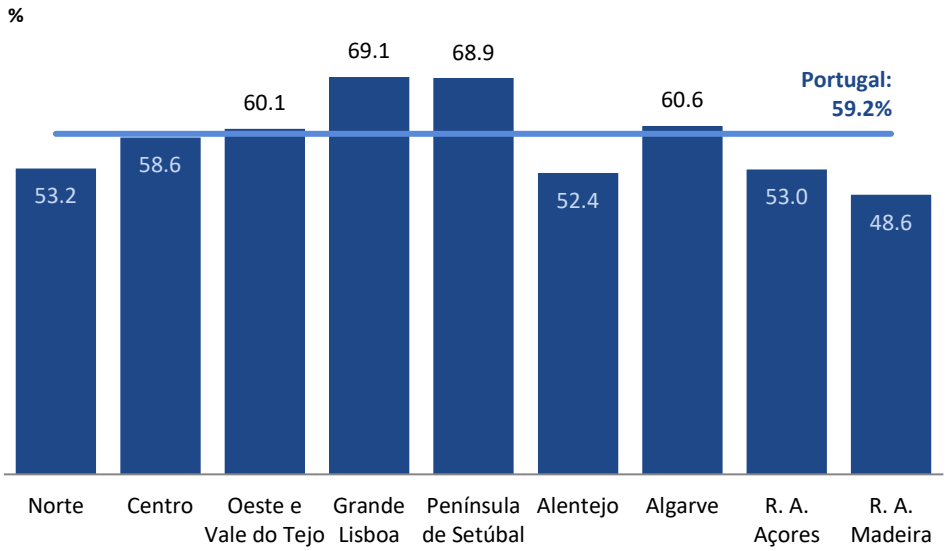
[1] Digital skills synthetic indicator, based on 5 specific areas – Information and Data Literacy, Communication and Participation, Digital Content Creation, Security, Problem Solving – classified on a scale of skill levels ranging from "no skills" (the lowest level) to "above basic" (the highest level of this indicator).

[2] The most recent year for which information was collected to calculate the digital skills summary indicator, and also the most recent year for which data are available for the EU-27.

The proportions of people aged 16 to 74 who have digital skills at basic or above basic level are highest in *Grande Lisboa* (69.1%) and in *Peninsula de Setúbal* (68.9%). The regions of *Algarve* (60.6%), *Oeste e Vale do Tejo* (60.1%) and *Centro* (58.6%) have proportions close to the national reference of 59.2%, and the *Região Autónoma da Madeira* the lowest proportion, with 48.6% of people with digital skills at basic or above basic level.

Figure 2

PROPORTION OF PEOPLE AGED 16-74 WITH DIGITAL SKILLS
AT BASIC OR ABOVE BASIC LEVEL, TOTAL AND BY NUTS 2 REGIONS, 2025



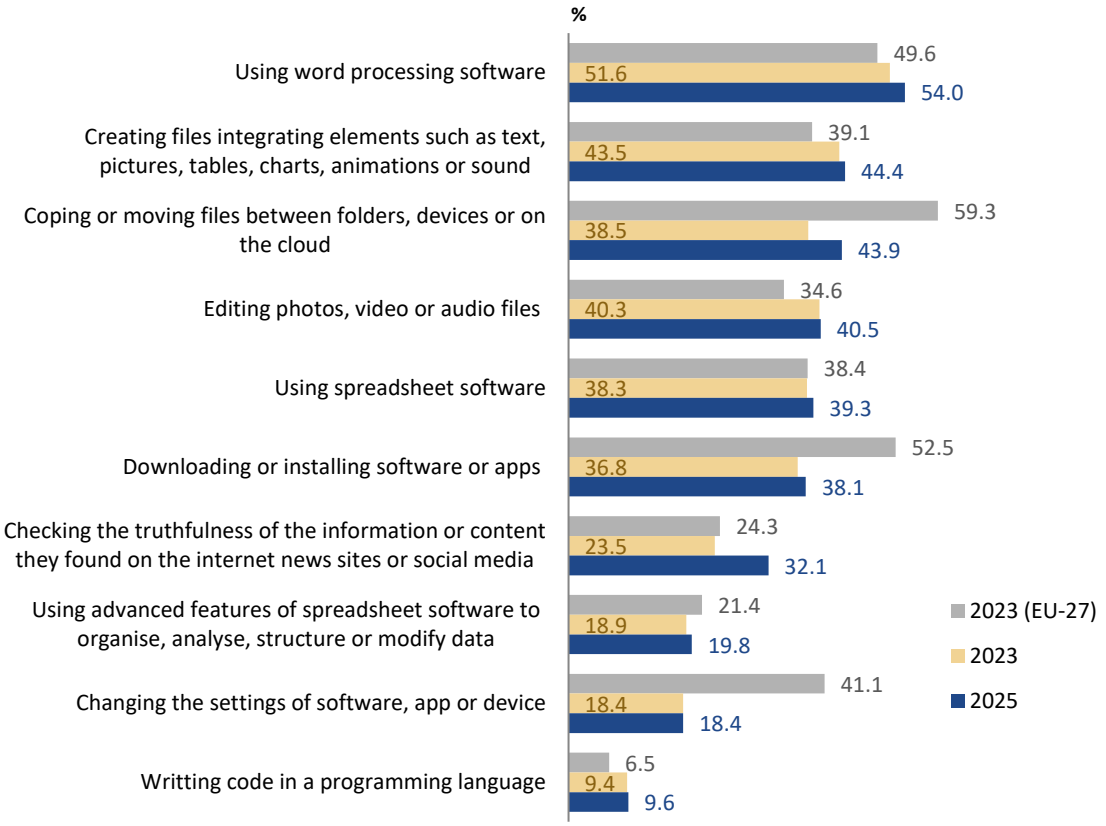
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Analysing individually some of the activities that make up the summary indicator for digital skills, it can be concluded that the most commonly used by the Portuguese population are word processing software (51.6% in 2023 and 54.0% in 2025), creating files including various elements such as text, images, tables, graphics, animation or sound (43.5% in 2023 and 44.4% in 2025), copying or moving files (38.5% in 2023 and 43.9% in 2025) and editing photos, video or audio files (40.3% in 2023 and 40.5% in 2025).

A comparison with the results obtained for the EU-27 in 2023 reveals that the digital skills in which the national population has a significant deficit in relation to the European average are those related to changing settings on programmes, devices or internet applications (22.7 pp less), copying or moving files (20.8 pp less than in the EU- 27), downloading or installing software or internet applications (15.7 pp less) and using advanced spreadsheet software functions (2.5 pp less).

Figure 3

PROPORTION OF PEOPLE AGED 16 TO 74 WITH DIGITAL SKILLS,
BY TYPE OF SKILLS, PORTUGAL AND EU-27, 2023 AND 2025



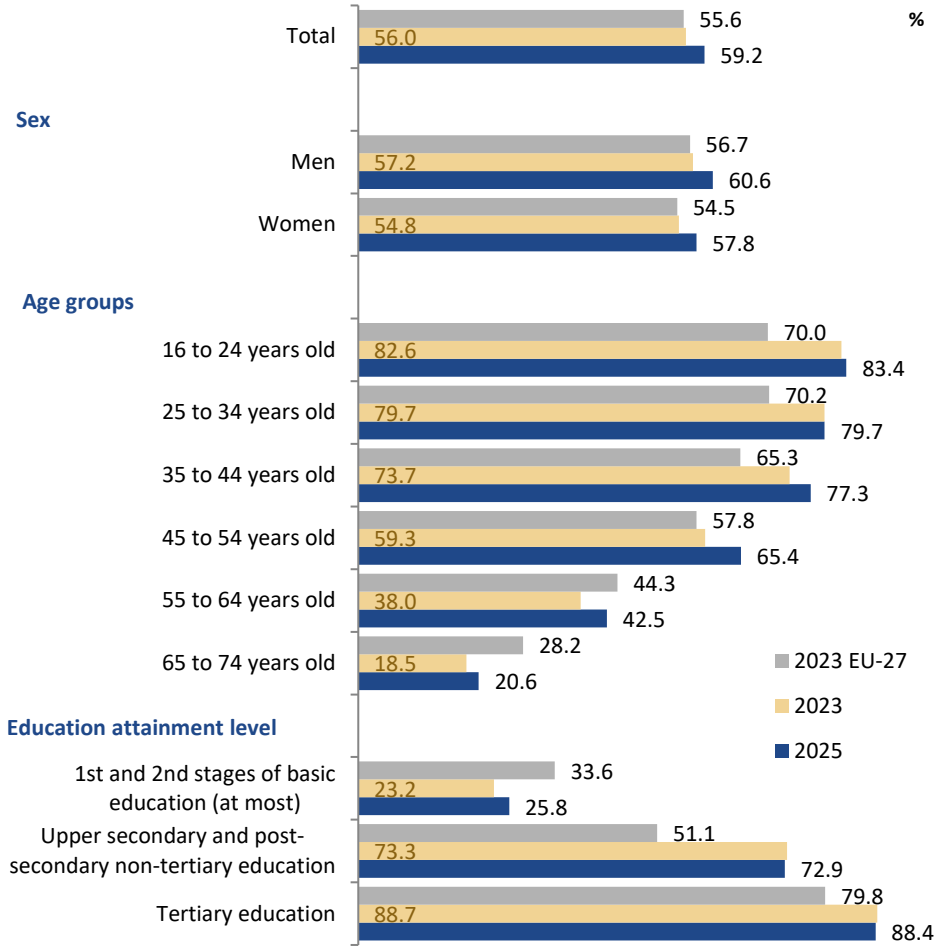
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;
EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 13/11/2025) [ISOC_SK_CSKL_I21].
Note: Data for 2025 for the EU-27 are not yet available.

In 2025, the proportion of men with basic or above-basic digital skills (60.6%) remains higher than that of women (57.8%), and it is also in the age groups up to 54 years old that this level of skills is higher than the national average, especially in the case of the population aged 16 to 24 (83.4%), as well as for people who have completed higher education (88.4%) or secondary education (72.9%).

The proportion of residents aged 16 to 44 and the proportion of those who completed higher education or secondary education with basic or above basic digital skills were, in 2023, significantly higher than those obtained for the EU-27 population with the same characteristics, a situation that contrasts with that recorded for the population aged 55 to 74 and for those with education up to the 3rd cycle of basic education.

Figure 4

PROPORTION OF PEOPLE AGED 16 TO 74 WITH DIGITAL SKILLS AT BASIC OR ABOVE BASIC LEVEL, BY SEX, AGE GROUPS AND EDUCATION LEVEL, PORTUGAL AND EU-27, 2023 AND 2025



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 13/11/2025) [ISOC_SK_DSKL_I21] .
Note: Data for 2025 for the EU-27 are not yet available.

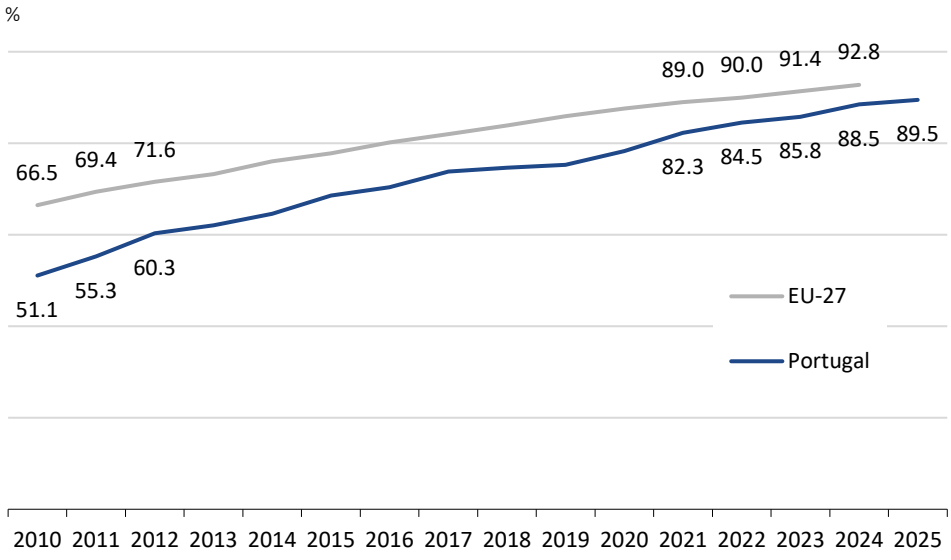
2. INTERNET USAGE

In 2025, 89.5% of the resident population aged 16 to 74 used the internet in the 3 months prior to the interview, 1.0 pp more than in the previous year.

In the previous year, the proportion of internet users in Portugal (88.5%) continued to be lower than the European Union average (EU-27) in the same year (92.8%), although maintaining the convergence to EU-27 values registered since 2010.

Figure 5

PROPORTION OF PEOPLE AGED 16-74 WHO USED THE INTERNET IN THE 3 MONTHS PRIOR TO THE INTERVIEW, PORTUGAL AND EU-27, 2010-2025



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 13/11/2025) [ISOC_CI_IFP_IU]
Note: Data for 2025 for the EU-27 are not yet available.

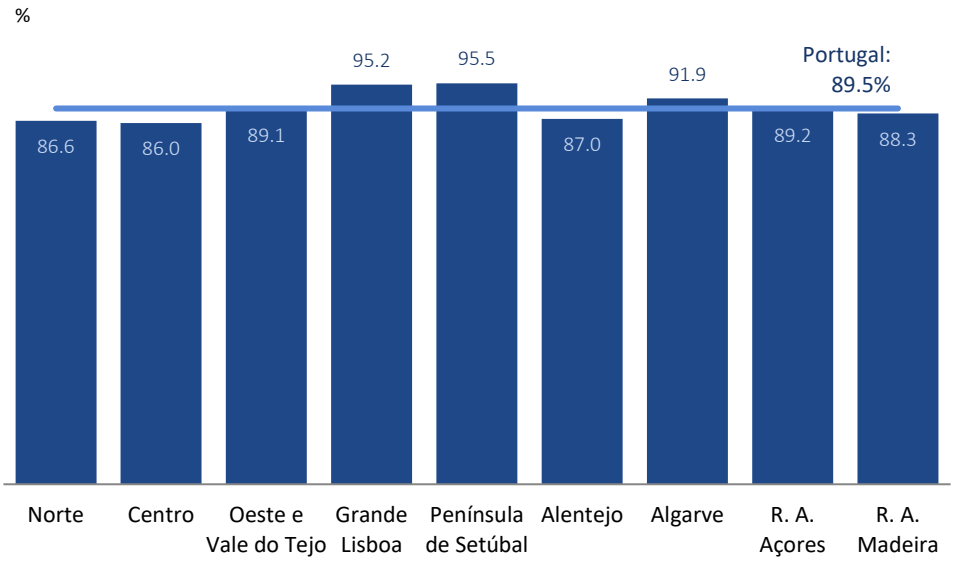
The proportion of women who use the internet in 2025 (89.3%) is very close to that of men (89.6%).

Virtually all young people aged 16 to 24 and all people who are studying use the internet. internet user rate is also over 90% for the population aged 25 to 54, for persons (16-74 years old) who have completed higher education (99.3%) and secondary education (98.1%), those in employment (96.5%) and those belonging to households with higher incomes[3] (98.3% in the 5th quintile, 94.9% in the 4th quintile and 93.1% in the 3rd quintile).

In 2025, the highest proportions of internet users are recorded in *Península de Setúbal* (95.5%), *Grande Lisboa* (95.2%) and *Algarve* (91.9%). With proportions below the national reference, although very close, are the *Região Autónoma da Madeira* and the *Região Autónoma dos Açores* (with, respectively, 88.3% and 89.2%) and the region of *Oeste and Vale do Tejo* (89.1%). In the remaining three regions – *Norte*, *Centro*, *Alentejo* – the proportions of users vary between 86.0% in the *Centro* and 87.0% in the *Alentejo*.

Figure 6

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED THE INTERNET IN THE 3 MONTHS PRIOR TO THE INTERVIEW, TOTAL AND BY NUTS 2 REGIONS, 2025



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

[3] Monthly net monetary income per equivalent adult.

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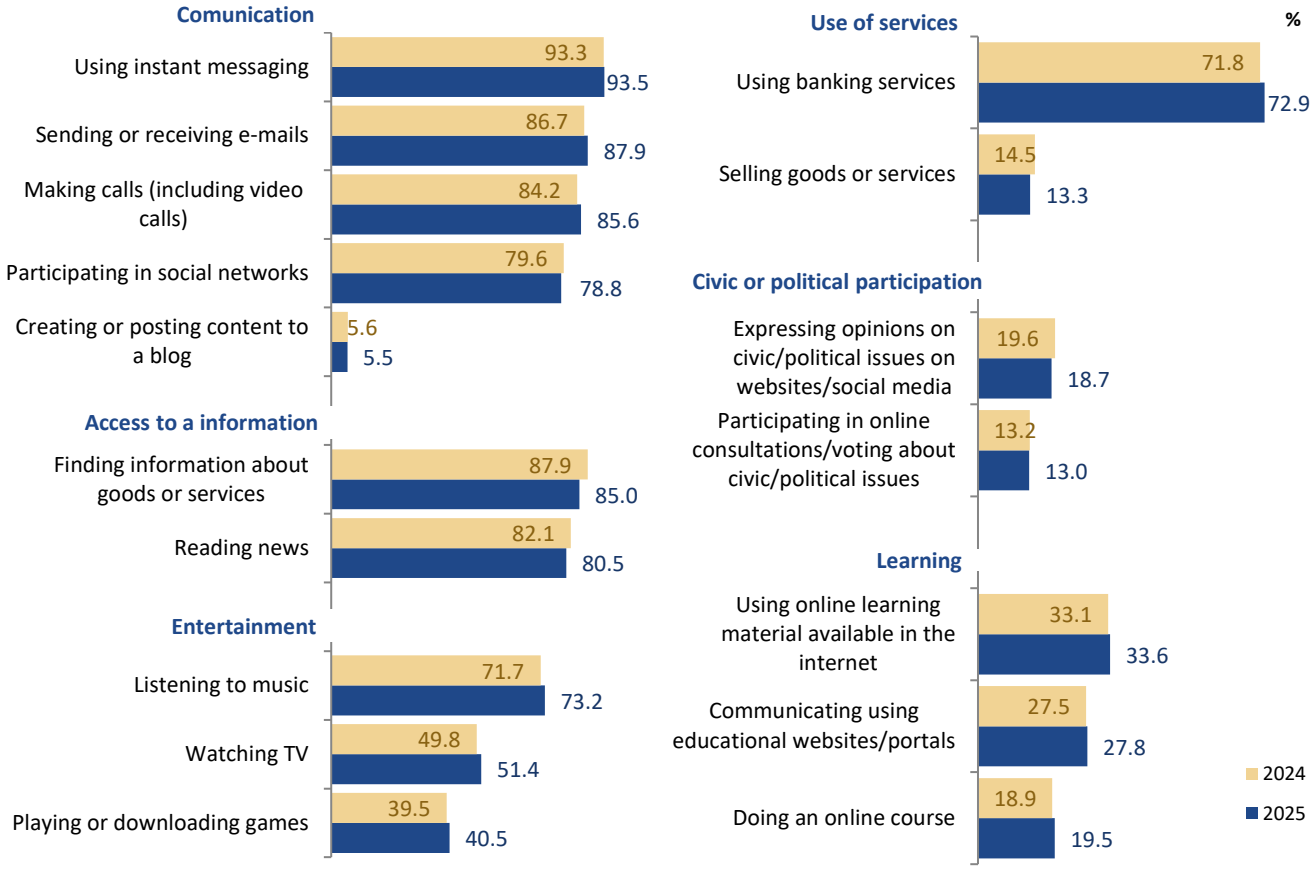
In 2025, communicating and accessing information continues to be the main activity carried out by people aged 16 to 74 who used the internet in the 3 months prior to the interview: 93.5% used instant messaging (via WhatsApp, Messenger, etc.), 87.9% sent or received emails, 85.6% made calls (including video calls), 85.0% searched for information about products or services, 80.5% read news and 78.8% participated in social networks.

Using banking services (72.9%) and listening to music (73.2%) are also activities carried out by more than two-thirds of internet users.

Figure 7

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED THE INTERNET IN THE 3 MONTHS PRIOR TO THE INTERVIEW, BY ACTIVITIES CARRIED OUT, 2024-2025



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

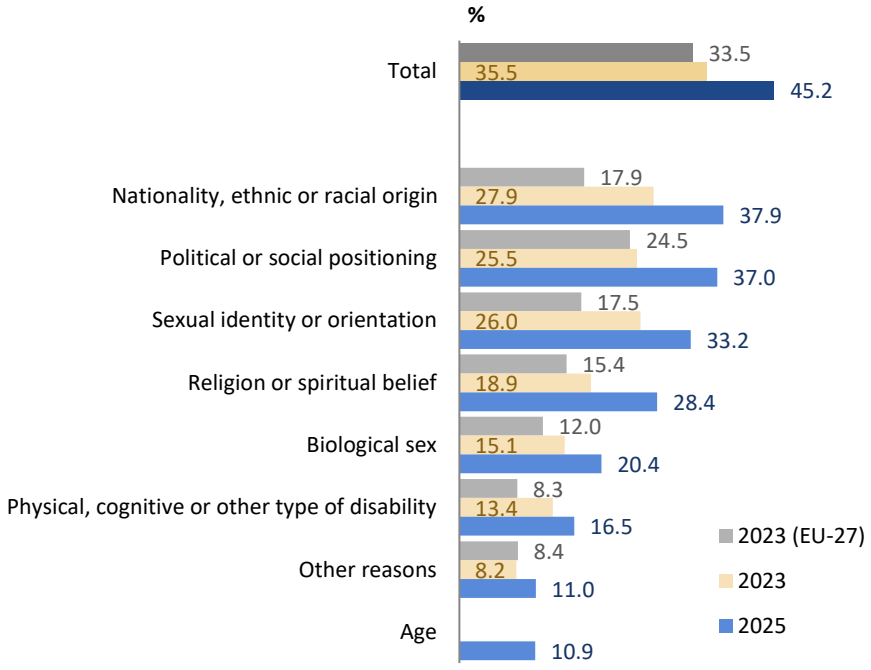
The activities with the lowest participation of internet users are creating or posting content to a blog (5.5%), participating in online consultations/voting on civic/political issues (13.0%) and selling products or services (13.3%).

In 2025, 45.2% of people aged 16 to 74 indicated that, in the 3 months prior to the interview, they encountered content that they perceived as aggressive, discriminatory or humiliating while using the internet, 9.7 pp more than in 2023, the last year in which this information had been collected.

The results achieved for the EU-27 population in 2023 show that the proportion of people aged 16 to 74 who encountered this type of content (33.5%) is close to that recorded in Portugal in that year (35.5%). However, with regard to the grounds for discrimination, in 2023, the associated proportions were higher than those recorded in the EU-27 for virtually all grounds, and in particular for nationality, ethnic or racial origin (10 pp higher than in the EU-27), gender identity or sexual orientation (8.5 pp higher) and physical, cognitive or other disability (5.1 pp higher).

Figure 8

PROPORTION OF PEOPLE AGED 16 TO 74 WHO ENCOUNTERED AGGRESSIVE, DISCRIMINATORY OR HUMILIATING CONTENT ON THE INTERNET IN THE 3 MONTHS PRIOR TO THE INTERVIEW, BY REASON OF DISCRIMINATION, PORTUGAL AND EU-27, 2023 AND 2025



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 13/11/2025) [ISOC_CI_HM].
Note: Data for 2025 for the EU-27 are not yet available.

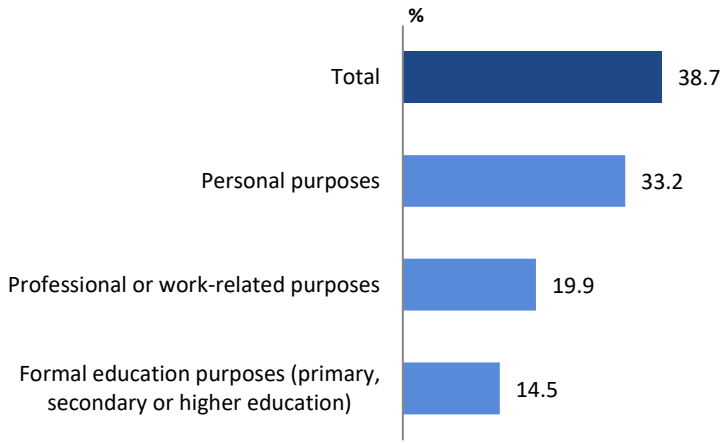
In 2025, for the population residing in Portugal, the main reasons associated with the perception of aggression, discrimination or humiliation continue to focus on issues related to nationality, ethnic or racial origin (37.9%), political or social positioning (37.0%) and sexual identity or orientation (33.2%). Reasons such as religion or spiritual belief and the gender of respondents were mentioned by 28.4% and 20.4% in 2025. The least frequently mentioned reasons were physical, cognitive or other disabilities (16.5%) and age (10.9%).

3. USE OF ARTIFICIAL INTELLIGENCE TECHNOLOGIES

In 2025, the Survey on ICT usage in Households and by Individuals included, for the first time, some questions about the use of Artificial Intelligence (AI) tools. The results obtained show that 38.7% of people aged 16 to 74 used AI tools in the 3 months prior to the interview to obtain answers or create text, images, programming code or video. The majority, 33.2% of people aged 16 to 74, used AI tools for personal purposes, 19.9% used it for professional work-related purposes and 14.5% for purposes associated with formal education.

Figure 9

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED ARTIFICIAL INTELLIGENCE TOOLS IN THE 3 MONTHS PRIOR TO THE INTERVIEW, BY PURPOSE OF USE, 2025



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

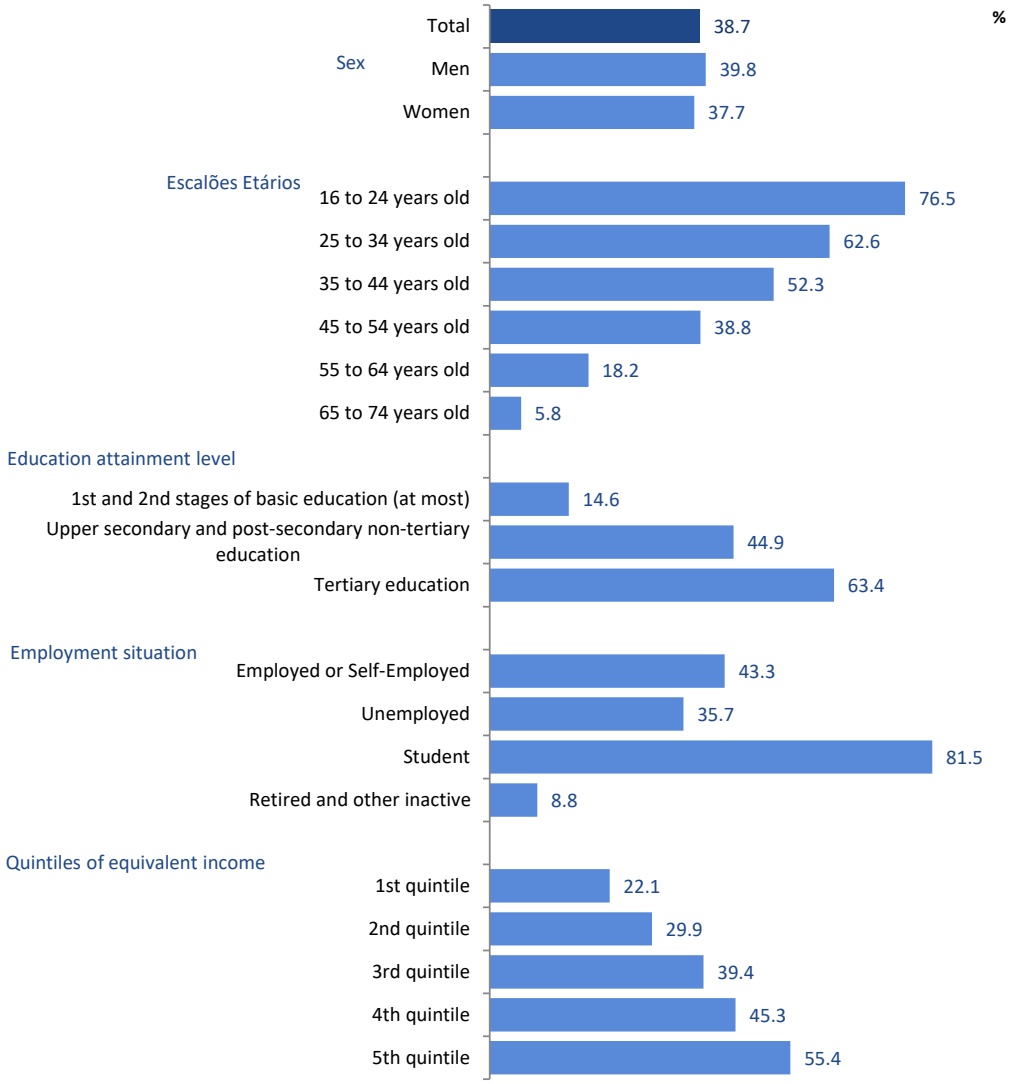
The proportion of AI users almost doubles in the 16-24 age groups (76.5%) and among students (81.5%).

Usage is still significantly higher than the national average in age groups up to 44 years old (with 62.6% of users in the 25-34 age group and 52.3% in the 35-44 age group), in the employed population aged 16 to 74 (43.3%), among people who have completed higher education (63.4%) and secondary education (44.9%), and among people belonging to households with higher incomes (45.3% in the 4th quintile and 55.4% in the 5th quintile).

The proportion of men using AI tools (39.8%) is slightly higher than that of women (37.7%).

Figure 10

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED ARTIFICIAL INTELLIGENCE TOOLS IN THE 3 MONTHS PRIOR TO THE INTERVIEW, BY SOME SOCIODEMOGRAPHIC CHARACTERISTICS, 2025

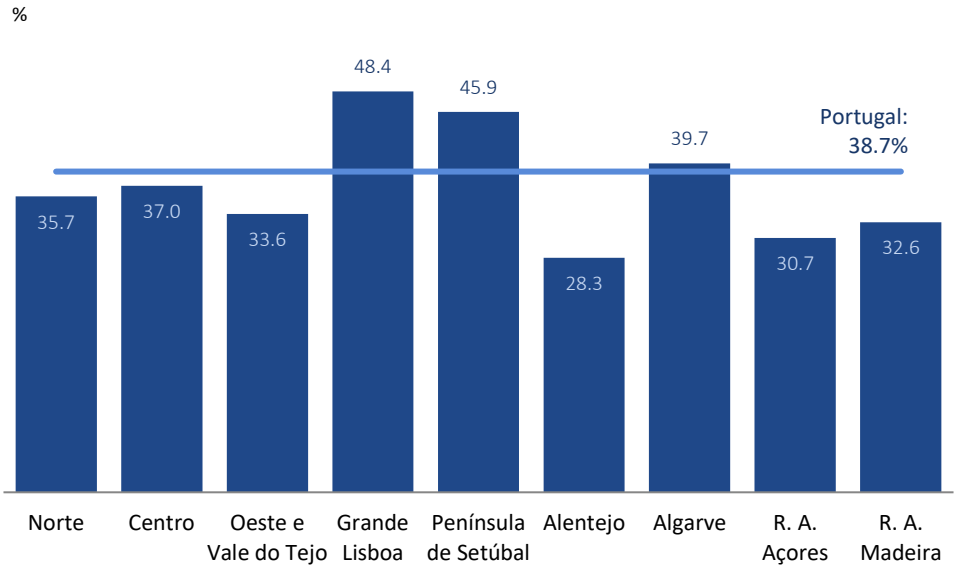


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The proportions of use of AI tools are higher for people aged 16 to 74 living in the regions of *Grande Lisboa* (48.4%), *Península de Setúbal* (45.9%) and *Algarve* (39.7%). In contrast, *Alentejo* is the region with the lowest proportion of AI tools usage in the country (28.3%).

Figure 11

PROPORTION OF PEOPLE AGED 16-74 WHO USED ARTIFICIAL INTELLIGENCE TOOLS IN THE 3 MONTHS PRIOR TO THE INTERVIEW, TOTAL AND BY NUTS 2 REGIONS, 2025



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

Most non-users of AI (67.9%) indicated not needing to use it as the main reason for not using AI tools, while 15.3% indicated a lack of knowledge about how to use those tools and 8.3% concerns about privacy or security. Only 4.5% of people aged 16 to 74 who did not use them indicated lack of awareness of the existence of these tools as the main reason for not using them.

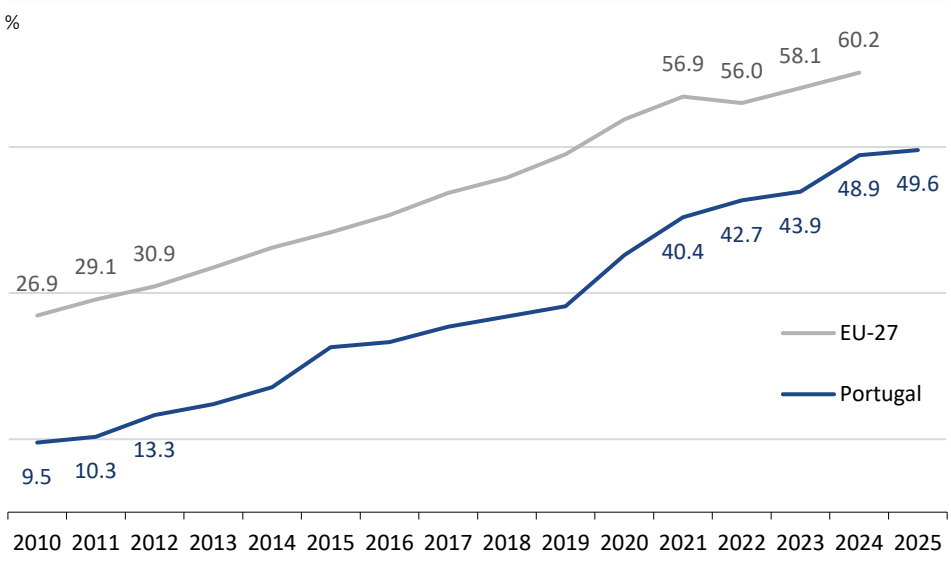
4. E-COMMERCE

In 2025, 49.6% of persons aged 16 to 74 placed orders online in the 3 months prior to the interview, 0.7 pp more than in 2024.

Portugal continued to show lower levels of e-commerce use than the European Union average in 2024: 60.2% of EU-27 residents had placed orders online in the 3 months prior to the interview, 11.3 pp more than the proportion recorded in Portugal that year (48.9%).

Figure 12

PROPORTION OF PEOPLE AGED 16–74 WHO USED E-COMMERCE IN THE 3 MONTHS PRIOR TO THE INTERVIEW, PORTUGAL AND EU-27, 2010-2025



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 13/11/2025) [ISOC_EC_IB20].
Note: Data for 2025 for the EU-27 are not yet available.

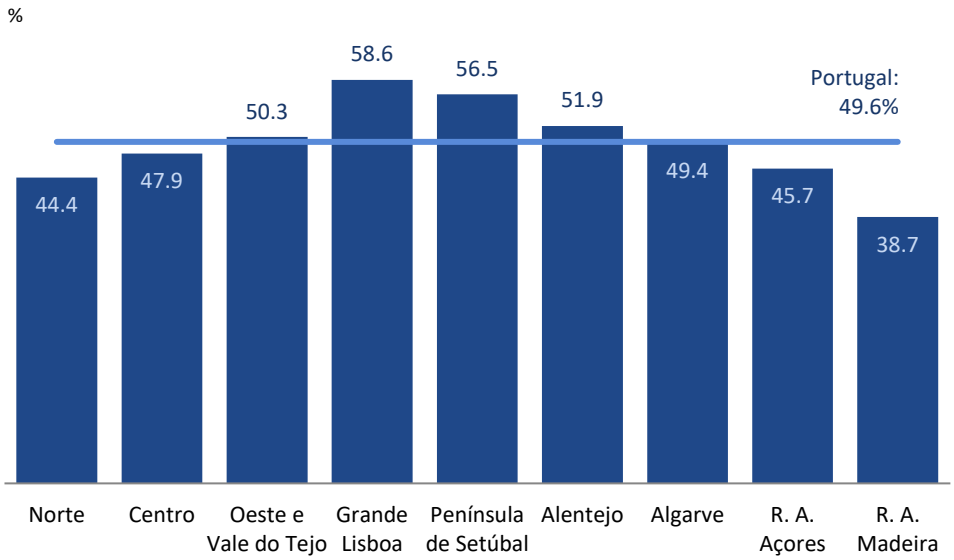
In 2025, the proportion of women who placed orders online (51.5%) continues to be higher than that of men (47.5%), by 4.0 pp.

The use of e-commerce is also significantly higher in the 25-34 age group (73.6% of users), among users with higher education (72.1%) or secondary education (60.5%), among those in employment (60.6%) or students (58.1%), and for those in the 3 highest income quintiles (from 53.0% to 64.4%).

The highest proportions of e-commerce users are found in the regions of *Grande Lisboa* (58.6%), *Península de Setúbal* (56.5%), *Alentejo* (51.9%) and *Oeste e Vale do Tejo* (50.3%). The *Região Autónoma da Madeira* registers the lowest proportion of e-commerce users (38.7%).

Figure 13

PROPORTION OF PEOPLE AGED 16–74 WHO USED E-COMMERCE IN THE 3 MONTHS PRIOR TO THE INTERVIEW, TOTAL AND BY NUTS 2 REGIONS, 2025



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

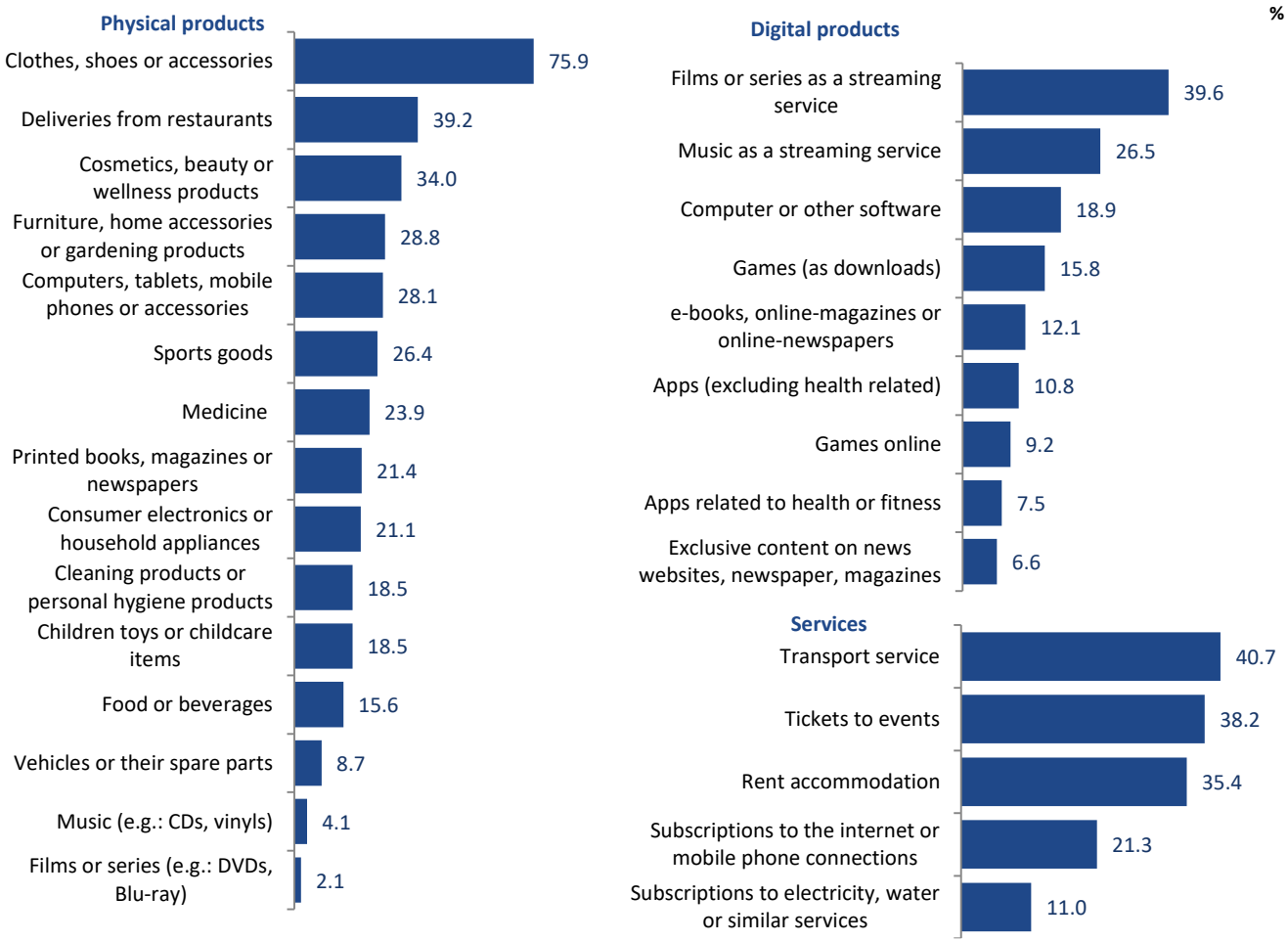
Physical products continue to be what users most order over the internet (98.7% ordered at least one physical product), compared to 68.3% who ordered at least one service and 59.2% who purchased digital products.

The main products or services ordered in 2025 were, as in previous years, clothing, footwear and fashion accessories (75.9%), which stand out from all other products under analysis.

With lower proportions, but accounting for around a third of users, are transport services (40.7%), films or series as a streaming service (39.6%), deliveries from restaurants (39.2%), tickets to events (38.2%), accommodation services (35.4%) and cosmetics, beauty or wellness products (34.0%).

Figure 14

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED E-COMMERCE IN THE 3 MONTHS PRIOR TO THE INTERVIEW, BY TYPE OF PRODUCTS OR SERVICES ORDERED, 2025



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

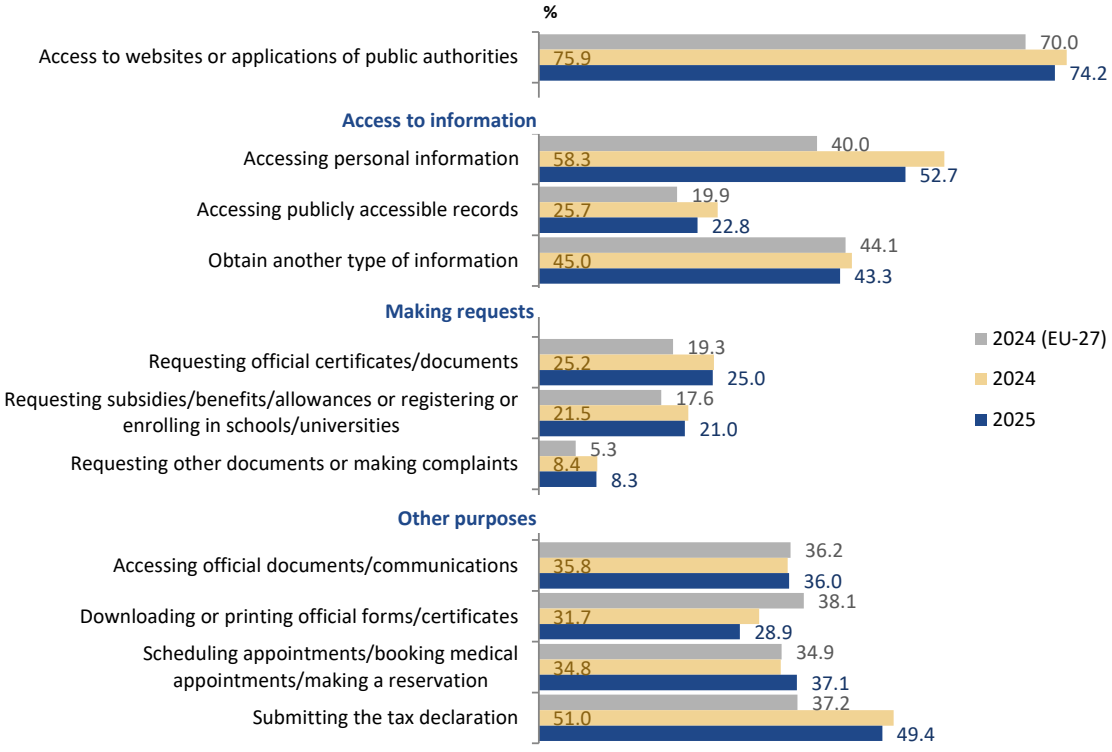
5. INTERACTION WITH PUBLIC BODIES

In 2025, 74.2% of people aged 16 to 74 in Portugal reported having used the internet in the 12 months prior to the interview to contact public bodies, accessing their websites or applications.

The main purposes for accessing the organisations' websites or applications were to obtain information, in particular to consult personal information (52.7%) and to obtain other types of information, other than personal information or publicly accessible records (43.3%).

Figure 15

PROPORTION OF PEOPLE AGED 16 TO 74 WHO ACCESSED WEBSITES OF PUBLIC BODIES IN THE 12 MONTHS PRIOR TO THE INTERVIEW, BY PURPOSE OF ACCESS, PORTUGAL AND EU-27, 2024-2025



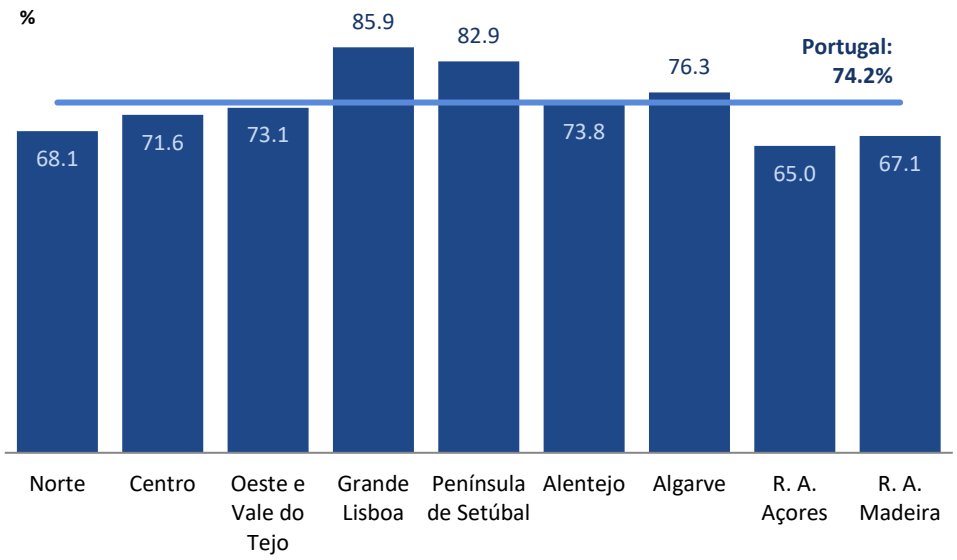
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;
EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 13/11/2025) [ISOC_CIEGI_AC].
Note: Data for 2025 for the EU-27 are not yet available.

The proportion of people in Portugal who contacted public bodies in 2024[4] was 5.9 pp above the European Union average (70.0%). For most access purposes, the proportions of users were higher in Portugal than in the EU-27, except for downloading or printing official forms/certificates (6.4 pp less than in the EU-27), accessing official documents/communications (0.4 pp less) and scheduling an appointment/ booking a medical appointment/making a reservation (0.1 pp less).

The regions of *Grande Lisboa* (85.9%), *Península de Setúbal* (82.9%) and Algarve (76.3%) continue to be the regions with the highest proportions of people who access the websites of public bodies.

Figure 16

PROPORTION OF PEOPLE AGED 16–74 WHO ACCESSED WEBSITES OF PUBLIC BODIES IN THE 12 MONTHS PRIOR TO THE INTERVIEW, TOTAL AND BY NUTS 2 REGIONS, 2025



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

6. USE OF DIGITAL AUTHENTICATION WITH *CARTÃO DO CIDADÃO* OR *CHAVE MÓVEL DIGITAL*

In 2025, 38.9% of the population aged 16 to 74 used a Citizen Card (CC) or Digital Mobile Key (Chave Móvel Digital, or CMD, in Portuguese) as a means of authentication to access online services in the 12 months prior to the interview, an increase of 8.5 pp compared to 2023, the first year in which this information was observed.

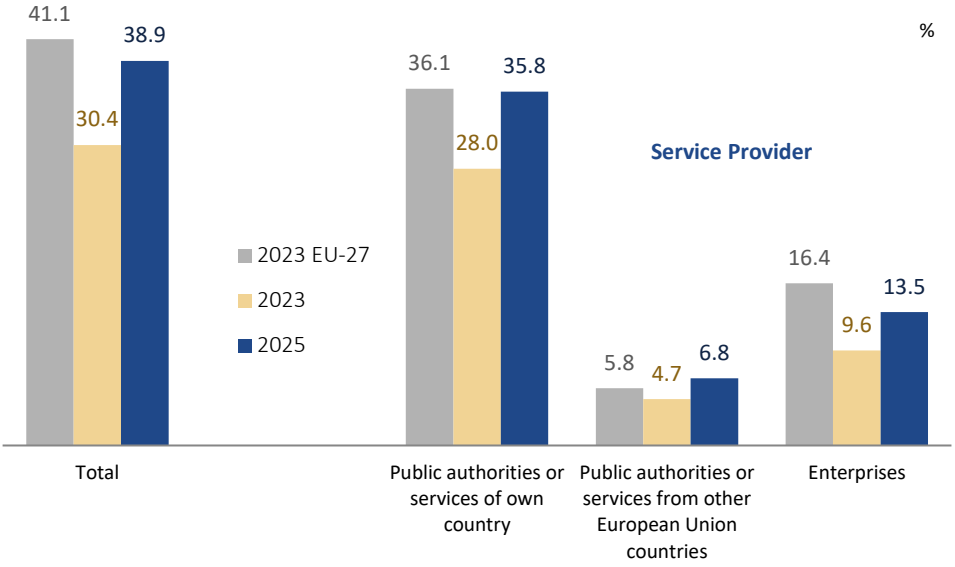
[4] Most recent year for which data are available for the EU-27.

These means of authentication continue to be used mainly to access services of national public bodies or services (35.8%), 7.8 pp more than in 2023. The use of CC or CMD in authentication and access to services provided by enterprises is made by 13.5% of people (3.9 pp more than in 2023), and 6.8% report using these means to access public services in other European Union country (2.1 pp more).

Considering the most recent data available for the European Union (2023), the use of digital authentication in Portugal was 10.7 pp below the EU-27 average (41.1%).

Figure 17

PROPORTION OF PEOPLE AGED 16 TO 74 WHO USED CC OR CMD FOR AUTHENTICATION AND ACCESS TO ONLINE SERVICES IN THE 12 MONTHS PRIOR TO THE INTERVIEW, BY TYPE OF SERVICE PROVIDER, PORTUGAL AND EU-27, 2023 AND 2025



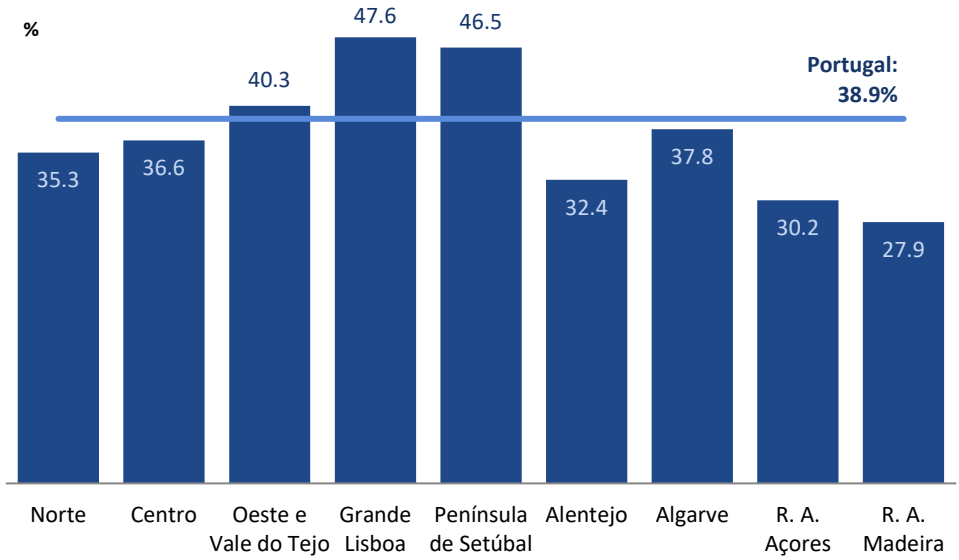
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;
EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 13/11/2025) [ISOC_EID_IEID].
Note: Data for 2025 for the EU-27 are not yet available.

It is in the regions of *Grande Lisboa* (47.6%) and *Península de Setúbal* (46.5%) that there are more users of these means of authentication, being this proportion also higher than the national reference of 38.9% in *Oeste e Vale do Tejo* region (40.3%).

In contrast, the lowest proportions of users are found in the *Região Autónoma da Madeira* (27.9%) and the *Região Autónoma dos Açores* (30.2%) and in *Alentejo* (32.4%).

Figure 18

PROPORTION OF PEOPLE AGED 16–74 WHO USED CC OR CMD TO AUTHENTICATE AND ACCESS ONLINE SERVICES IN THE 12 MONTHS PRIOR TO THE INTERVIEW, TOTAL AND BY NUTS 2 REGIONS, 2025



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

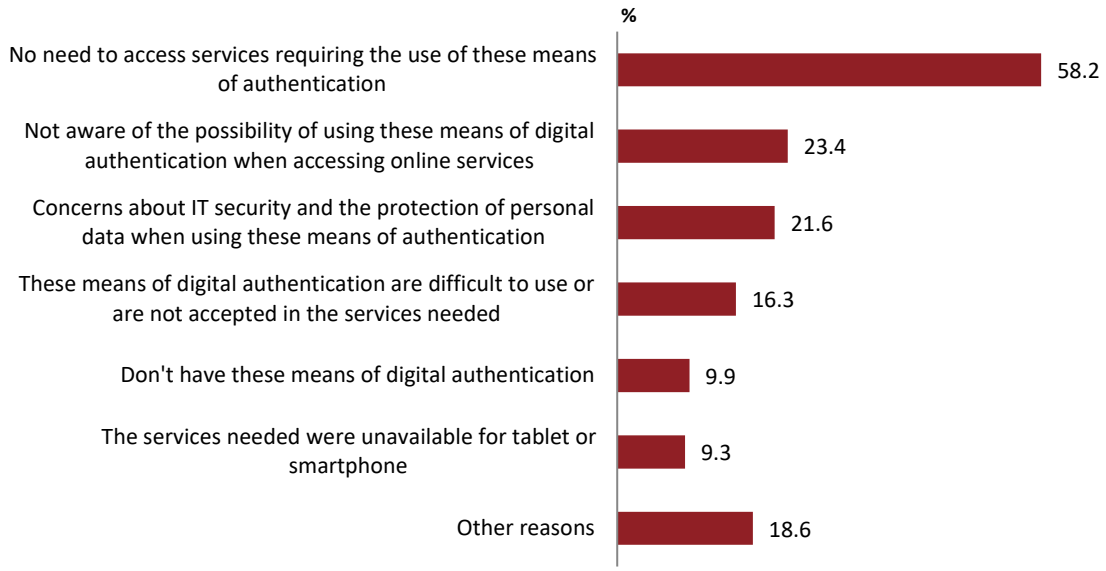
Of the group of people aged 16 to 74 (61.1%) who did not use CC or CMD to authenticate and access online services, almost two-thirds (58.2%) indicated that they did not used it because they did not need to access services that require their use.

Furthermore, 23.4% of people are unaware of the possibility of using these means to authenticate themselves and access online services, and 9.9% said they do not have these means of digital authentication.

Concerns about the security and protection of personal data and the difficulty of using these means are reasons pointed out by 21.6% and 16.3%, respectively, of non-users of these means of authentication. The inadequacy of services for use on a smartphone or tablet was indicated as a reason for not using this type of authentication by 9.3% of people.

Figure 19

PROPORTION OF PEOPLE AGED 16 TO 74 WHO DID NOT USE CC OR CMD FOR AUTHENTICATION AND ACCESS TO ONLINE SERVICES IN THE 12 MONTHS PRIOR TO THE INTERVIEW, BY REASONS FOR NOT USING, 2025



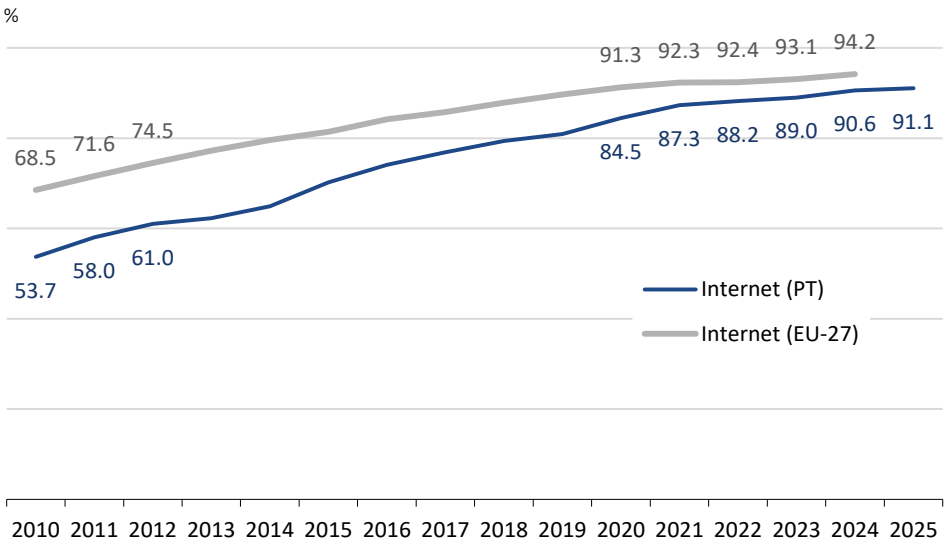
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

7. ACCESS TO ICT AT HOME

In 2025, 91.1% of households[5] in Portugal have internet access at home, a similar proportion to that recorded in the previous year (90.6%). Despite growing convergence with the proportions recorded in the EU-27, in 2024 the proportion of households with Internet access at home remained 3.6 pp below the European average.

Figure 20

PROPORTION OF HOUSEHOLDS WITH INTERNET CONNECTION AT HOME, PORTUGAL AND EU-27, 2010-2025



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 13/11/2025) [ISOC_CI_IN_H].
Note: Data for 2025 for the EU-27 are not yet available.

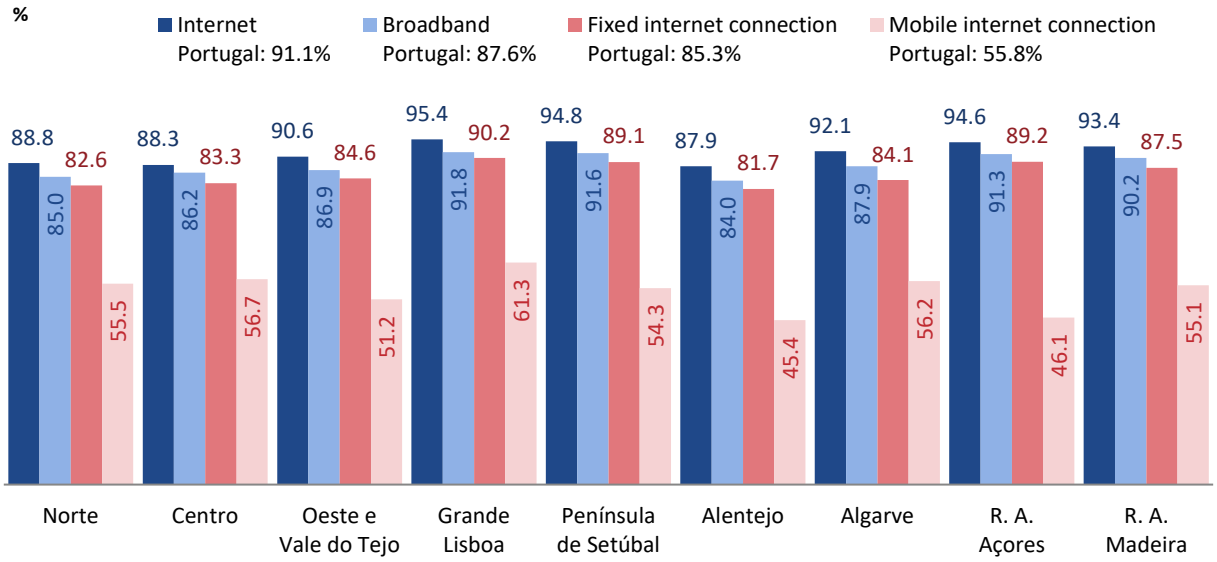
In 2025, internet connection at home and broadband connection are more frequent in *Grande Lisboa* (95.4% and 91.8%, respectively, in internet and broadband access), in *Península de Setúbal* (94.8% and 91.6%), in the *Região Autónoma dos Açores* and *Região Autónoma da Madeira* and in *Algarve*.

It is in the regions of *Alentejo*, *Centro* and *Norte* that the lowest rates are recorded, both in internet access at home (87.9%, 88.3% and 88.8%, respectively), and in broadband access (84.0%, 86.2% and 85.0%, respectively).

[5] The expression "households" or “families “are used as a synonym for "private households".

Figure 21

PROPORTION OF HOUSEHOLDS WITH INTERNET CONNECTION (TOTAL, FIXED AND MOBILE), AND BROADBAND CONNECTION AT HOME, TOTAL AND BY NUTS 2 REGIONS, 2025



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

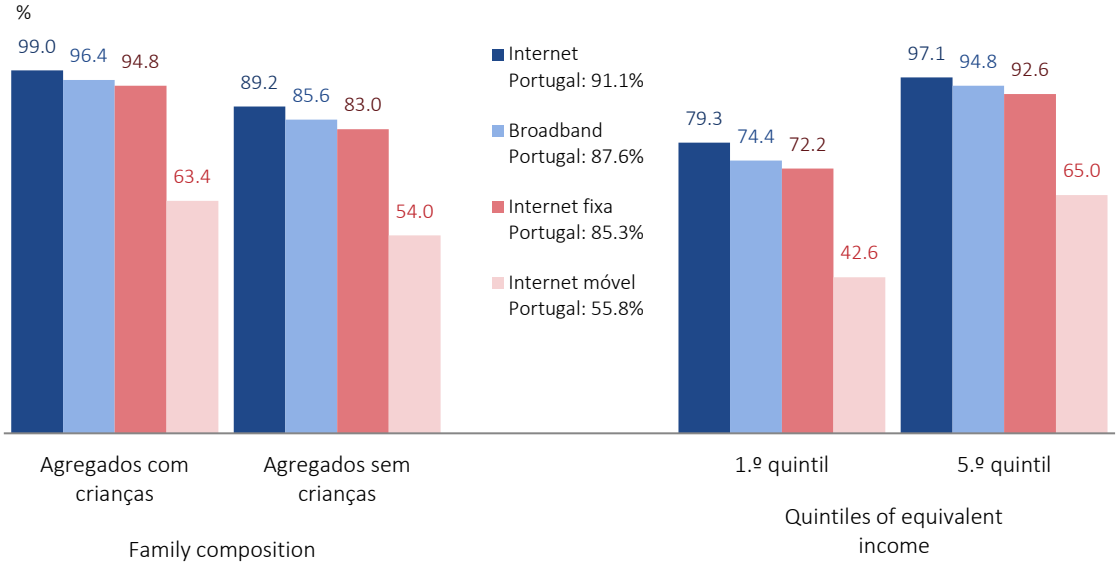
Internet connections using fixed technologies (85.3%) continue to be predominant in the home of Portuguese families, contrasting with mobile technology connections (55.8%).

By NUTS 2 region, the proportions of households with a fixed internet connection vary between 81.7% in *Alentejo* and 90.2% in *Grande Lisboa*. In the mobile connection, there are proportions between 45.4% in *Alentejo* and 61.3% in *Grande Lisboa*.

Families with children have the highest rates of internet access (99.0%), regardless of the access technology used – broadband (96.4%), fixed internet (94.8%) or mobile internet (63.4%). Internet access is also predominant in households with higher incomes (5th quintile), where 97.1% have internet access, 94.8% have broadband access, 92.6% have fixed internet and 65.0% have mobile internet.

Figure 22

PROPORTION OF HOUSEHOLDS WITH INTERNET CONNECTION (TOTAL, FIXED AND MOBILE), AND BROADBAND CONNECTION AT HOME, BY HOUSEHOLD COMPOSITION AND INCOME QUINTILES PER EQUIVALENT ADULT, 2025



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

In 2025, 89.4% of households in Portugal have a television subscription service at their main residence, with subscriptions to this service being most frequent in the *Região Autónoma da Madeira* (93.7%), *Grande Lisboa* (93.2%), the *Região Autónoma dos Açores* (93.1%) and *Península de Setúbal* (92.6%).

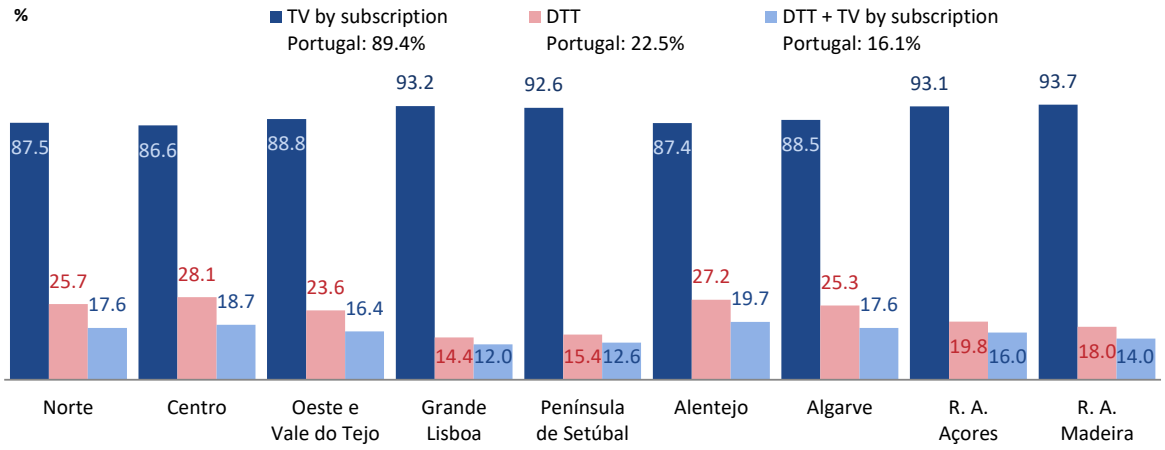
Across the country as a whole, 22.5% of households have access to Digital Terrestrial Television (DTT)[6] at their main residence, with this access being most common in households in *Centro* (28.1%), *Alentejo* (27.2%), *Norte* (25.7%), *Algarve* (25.3%) and *Oeste e Vale do Tejo* (23.6%) regions. Access to DTT is lower in the four regions where subscription to pay-TV services is most widespread (*Grande Lisboa*, *Península de Setúbal* and the *Região Autónoma dos Açores* and *Região Autónoma da Madeira*).

Simultaneous access to both services (TV subscription and DTT) occurs more frequently in regions where access to DTT is higher: *Alentejo* (19.7%), *Centro* (18.7%), *Norte* (17.6%), *Algarve* (17.6%) and *Oeste e Vale do Tejo* (16.4%).

[6] That is, access to a television that allows to watch the broadcast of national generalist channels live and free of charge through DTT signal.

Figure 23

PROPORTION OF HOUSEHOLDS TV BY SUBSCRIPTION AND DTT, TOTAL AND BY NUTS 2 REGIONS, 2025

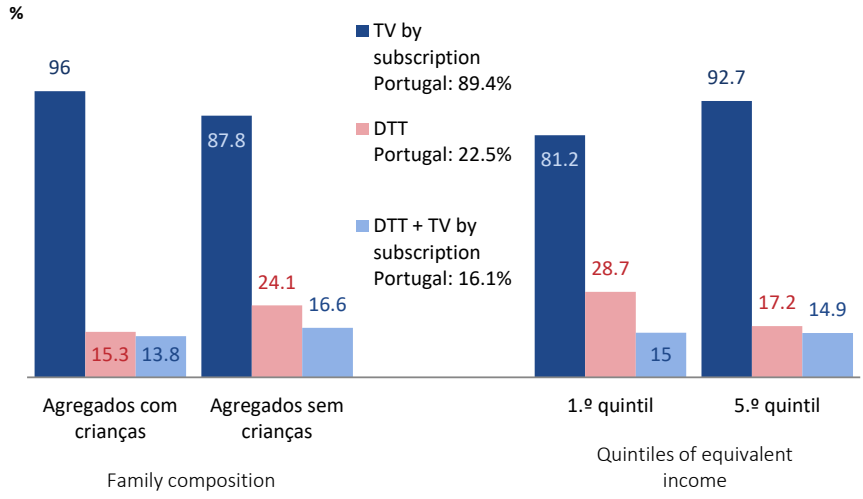


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Access to TV by subscription is more frequent in households with children (96.0%) and in households with higher incomes (92.7%), unlike DTT, which predominates in households without children (24.1%) and in households with lower incomes (28.7%).

Figure 24

PROPORTION OF HOUSEHOLDS WITH TV BY SUBSCRIPTION AND DTT, BY HOUSEHOLD COMPOSITION AND INCOME QUINTILES PER ADULT EQUIVALENT, 2025



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

TECHNICAL NOTE

Indicators presented in this press release are based on data from the Survey on Information and Communication Technologies Usage in households and by Individuals (IUTICF), held by Statistics Portugal on an annual basis 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 resident households in Portugal with at least one individual aged 16 to 74. An annual rotation scheme of four independent sub-samples is applied, one of which is replaced each year to limit the statistical burden on respondents. Between 2020 and 2023, the sample was sized and stratified so as to produce representative estimates for the NUTS 2 regions, version 2013 of the Nomenclature of Territorial Units for Statistics. From 2024 onwards, in order to apply the 2024 version of the Nomenclature of Territorial Units for Statistics (NUTS-2024), the sample was resized and a gradual increase plan was defined by updating the size of the new rotations over four years, from 2024 to 2027. By 2025, inclusive, half of the gradual resizing has been implemented.

Notwithstanding regional representativeness, for other levels of disaggregation (not necessarily geographical), representativeness is evaluated according to the associated sampling errors.

The estimates presented were obtained from a sample of 8,261 households with at least one person aged 16 to 74 years and an equal number of people in that age group.

The indicators related to e-commerce and internet use generally refer to the 3 months prior to the interview. The indicators relating to contact with public bodies refer to the 12 months prior to the interview, and the results on access to the internet and telecommunications services at home refer to the time of the interview. The data collection of this survey took place from May 15 to August 11, 2025.

SOME DEFINITIONS

ARTIFICIAL INTELLIGENCE: An area of computer science that aims to study the creation of intelligent machines and/or software to simulate the human ability to learn and reason to make decisions and solve problems.

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 offline. 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 types 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.

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.

PRIVATE HOUSEHOLD: A group of people living at the same dwelling, with either "de jure" or "de facto" family relationships, occupying 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 way every week to the dwelling where their household lives).

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

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), known as a URL (Uniform Resource Locator).