

# Households survey questionnaire

## Telco consumer experience research: Phone and internet services

**Table 1: Questionnaire summary and numbering**

Section	Question	Description
INTRODUCTION		Introduction, safe to take call, monitoring and recording
DEMOGRAPHICS	HD1	Gender
	HD2	Age
	HD3	Postcode
	HD4	Suburb
	HD5	Location (area)
	HD6a	Number of people in household 18+
	HD6b	Total people in household (all ages)
	HD7a	Working mobiles used by adults in household
	HD7b	Working mobiles used by children in household
SCREENING	HS1	Type(s) of household telco services
	HS2	Person with responsibility for household telco services
	HS3	If more than one provider of household telco services
	HS4	Type of internet at home
	HS4a	If home phone on the NBN
	HS5	Type of NBN connection
SERVICE USAGE	HU2a	Frequency of home phone use
	HU3	Smart device usage
	HU4	Uses for home internet (data heavy activities and work from home)
	HU5	Importance of telco service experience factors
EXPERIENCE	HX1	Experience and views of various aspects of plan
ISSUES AND FAULTS	HI1	Issues or faults with household telco services
	HI1a	Which services had any faults or issues
	HI2a-d	Types of faults (by relevant service)
	HI3	Issue or fault that is the biggest problem
	HI3a	Service for biggest problem
	HI3b	Number of outages in past 6 months (if biggest problem)
	HI3d	Number of dropouts in past 6 months (if biggest problem)
	HI4	Action taken when have issues or faults
CONTACT OVERVIEW	HO1	Any contact with telco L6M
	HO2	Reasons for contact with telco L6M (complaint, enquiry, both)

Section	Question	Description
	HO3	Channel used to make contact about services
COMPLAINTS	HC1	Which service for most recent complaint
	HC2	Reason for most recent complaint
	HC3	Channel used to make most recent complaint
	HC4	How long to resolve most recent complaint
	HC5	If not resolved, when complaint first made
	HC6	Satisfaction with resolved complaints
	HC7	Reasons for dissatisfaction with complaint resolution
	HC8	Compensation offered
CONTACT FOR ENQUIRIES	HN1	Which service for most recent contact (not complaint)
	HN2	Reason for most recent contact
	HN3	Channel used to make contact
	HN4	Satisfaction with contact
	HN5	Reasons for dissatisfaction with contact
CHANGES TO PLANS OR PROVIDERS	HW1	Length of time with current telco provider
	HW2	Changes to telco plans or providers
	HW3	If not changed plan or provider—actively considered
	HW4	If considered but no changes, why not
SATISFACTION	HF1	Satisfaction with services
PRIVACY AND DATA	HP1	Actions taken for security of smart devices in home
	HP2	Concern and awareness of information on smart devices
ADDITIONAL DEMOGRAPHICS	HD8	Education
	HD10	Household income
	HD10a	Household income
	HD10b	Household income
THANK AND CLOSE		Thank and close

**Table 2: Notes for reading this questionnaire**

Item	How to interpret
PURPLE CAPS	INTERVIEWER INSTRUCTIONS

Item	How to interpret
BLUE CAPS	RESPONSE TYPE / PROGRAMMING INSTRUCTIONS
SR	Single response
MR	Multiple response

## INTRODUCTION

Good morning/afternoon/evening, my name is **[INTERVIEWER NAME]** from Engine, one of Australia's leading providers of social and market research.

**INTERVIEWER IF NECESSARY:** We're not selling anything.

We are carrying out a national study on behalf of the government and would like your views about your telecommunications services. The study is for the Federal Government telecommunications regulator, ACMA (**INTERVIEWER, IF NECESSARY:** the Australian Communications and Media Authority). They ensure consumers are protected. Surveys like this provide important information to inform government policy.

It will take approximately 15 minutes to complete, depending on your answers. Any information you provide will be anonymous, all results will be combined and are used to ensure consumers are protected and to improve their dealings with their telco.

**(IF ASKED HOW PHONE NUMBER WAS OBTAINED:** Your phone number was generated by a random digit dialling system.)

For this survey, we need to speak to people living in Australia aged 18 years or older.

Is now a good time? / Could you help us out now?

**IF 'YES' PROCEED, OTHERWISE ARRANGE CALL-BACK.**

### SAFE TO TAKE CALL

Firstly, is it safe and convenient for you to take this call right now? Are you driving at the moment?

**IF NOT SAFE/CONVENIENT NOW:**

**[IF DRIVING]** That's OK, I will call you back another time.

**[IF NOT DRIVING]** When would be a good time to call you back? What state or territory are you in? Should I call you back on this number? And could I just take your first name?

**<RECORD TIME>**

**<RECORD STATE>**

**<RECORD NUMBER TO BE CALLED – IF DIFFERENT>**

**<RECORD RESPONDENT NAME>**

**SELECT APPROPRIATE MENU CODE TO PROCEED, ALSO RECORD REASON FOR CALL-BACK**

**IF SAFE/CONVENIENT TO CONTINUE ON MOBILE:**

Can I just check, are you 18 years or older and the main user of this mobile phone?

Yes – 18 years or older and main user of mobile phone	1	CONTINUE
No – under 18 years of age	2	THANK & CLOSE
No – not main user of mobile phone	3	ASK TO SPEAK TO MAIN USER
Refused	98	THANK & CLOSE
Don't know/Can't Say	99	THANK & CLOSE

**MONITORING & RECORDING**

Before we start, I need to let you know that this call is being recorded for quality control and training purposes, and that my supervisor may listen in to check my work. Is that okay with you?

**(IF REQUIRED:** This survey is carried out in compliance with the Privacy Act, and your answers will be used only for research purposes. You will not be able to be identified in any reporting.)

Yes – <b>INTERVIEWER:</b> I'm now recording as you agreed	1
No – <b>INTERVIEWER:</b> OK, I understand	2

## DEMOGRAPHICS (D)

I just need to ask a couple of questions to make sure we get a good cross-section of people.

### ASK ALL

**HD1. RECORD RESPONDENT GENDER – DO NOT READ OUT**

SR

Male	1
Female	2

### ASK ALL

**HD2. Firstly, could you please tell me your age?**

RECORD EXACT AGE [ALLOWABLE RANGE 18-120]: \_\_\_\_\_

IF REFUSED EXACT AGE: What is your age group, are you: READ OUT

SR

Under 18 years	0	THANK & CLOSE
18 – 19 years	1	
20 – 24 years	2	
25 – 29 years	3	
30 – 34 years	4	
35 – 39 years	5	
40 – 44 years	6	
45 – 49 years	7	
50 – 54 years	8	
55 – 59 years	9	
60 – 64 years	10	
65 – 69 years	11	
70 – 74 years	12	
75 – 79 years	13	
80 + years	14	
Refused	98	THANK & CLOSE

IF UNDER 18 YEARS OR REFUSED, THANK & CLOSE: TERMINATE AS “Out of scope – Aged under 18” OR “Refused – Age”.

**ASK ALL****HD3.** What is your postcode?

INTERVIEWER: IF DON'T KNOW POSTCODE, RECORD AS "DON'T KNOW". IF REFUSED POSTCODE RECORD AS "REFUSED"

PROGRAMMER: ALLOW FOR 4 DIGIT RESPONSE

RECORD POSTCODE: _____	1	GO TO HD6a
Refused	98	GO TO HD4
Don't know	99	GO TO HD4

**ASK IF REFUSED OR DON'T KNOW POSTCODE (HD3 = Refused (98) OR Don't know (99)),****OTHERS GO TO HD6a****HD4.** What is your suburb or town please? Or your nearest town if you are in a regional area?

IF NECESSARY: We ask this to compare data from areas all around Australia. Your responses will be confidential and reported anonymously with other households from all over Australia.

RECORD SUBURB: _____	1	GO TO HD5
Refused	98	GO TO HD5
Don't know	99	GO TO HD5

**ASK IF REFUSED OR DON'T KNOW POSTCODE (HD3 = Refused (98) OR Don't know (99)),****OTHERS GO TO HD6a****HD5.** In which of the following areas do you live?

READ OUT.

SR

Sydney	1	
NSW not Sydney	2	
Melbourne	3	
VIC not Melbourne	4	
Brisbane	5	
Queensland not Brisbane	6	
Perth	7	
Western Australia not Perth	8	
Adelaide	9	
South Australia not Adelaide	10	
ACT	11	
Hobart	12	
Tasmania not Hobart	13	



Darwin	14	
Northern Territory not Darwin	15	
Refused (DO NOT READ OUT)	98	THANK & CLOSE
Don't know (DO NOT READ OUT)	99	THANK & CLOSE

**ASK ALL**

**HD6a.** Including yourself, how many people aged 18 years and over live in your household?

DO READ OUT.

SR

RECORD NUMBER [ALLOWABLE RANGE 1-10]: _____	1	
Refused	98	THANK & CLOSE
Don't know	99	THANK & CLOSE

**ASK ALL**

**HD6b.** And, including yourself, how many people in TOTAL live in your household?

DO READ OUT.

SR

RECORD NUMBER [ALLOWABLE RANGE 1-15]: _____	1	
Refused	98	THANK & CLOSE
Don't know	99	THANK & CLOSE

**ASK ALL**

**HD7a.** Including your own, how many mobile phones are in use by adults, aged 18 years and over, in your household? By in use we mean regularly take calls on.

DO READ OUT.

SR

RECORD NUMBER [ALLOWABLE RANGE 1-15]: _____	1
Refused	98
Don't know	99

**ASK IF U-18s LIVING IN HOUSEHOLD (i.e. HD6b > HD6a)**

**HD7b.** And how many mobile phones are in use by children under 18 years of age in your household? By in use we mean regularly take calls on.

DO READ OUT.

SR

RECORD NUMBER [ALLOWABLE RANGE 0 - 15]: _____	1
Refused	98
Don't know	99

## HOUSEHOLD SERVICES (S)

### ASK ALL

**HS1.** Which of the following services does your household have?

READ OUT.

MR.

PROGRAMMER: RESPONDENT CAN NOT SELECT BOTH CODES 1 AND 2.

PROGRAMMER: ONLY SHOW CODE 5 IF MORE THAN ONE PERSON IN HOUSEHOLD (HD6b >1, 98 OR 99) AND MORE THAN 1 MOBILE PHONE IN USE (AT HD7a/b)

Home phone connected to make or receive calls	1	
Home phone connected (with or without handset) but not used	2	
Home internet (e.g. fixed line or NBN)	3	
Mobile broadband <<that is owned and shared by your household members – IF MORE THAN 1 PERSON LIVING IN H/HOLD AT HD6b>> <<owned by you and not by an employer or other person – IF 1 PERSON LIVING IN H/HOLD AT HD6b>> (using data-only SIM card, dongle, or other connections like a data card, USB modem, portable Wi-Fi modem). This does not include mobile phone data plans. <b>IF NECESSARY:</b> Broadband that is not connected to a socket or copper line, it can work anywhere (unlike fixed wireless), you can take the modem to a new house and simply continue to use.	4	
Family plan for data sharing among multiple mobile phones in the household	5	
None of the above (DO NOT READ OUT)	97	THANK & CLOSE
Refused (DO NOT READ OUT)	98	THANK & CLOSE
Don't know (DO NOT READ OUT)	99	THANK & CLOSE

**IF HOME PHONE CONNECTED BUT NOT USED ONLY (CODE 2 ONLY) AT HS1 – THANK & CLOSE**

**ASK IF HOUSEHOLD SIZE 18+ >1 (AT HD6a)**

**HS2.** Are you the person in your household who has the main or shared responsibility for these services in your household?

INTERVIEWER: RESPONDENT NEEDS TO BE ABLE TO COMMENT ON SERVICES, ANY PROBLEMS, FAULTS OR COMPLAINTS, KNOW THE PROVIDER AND BE AWARE OF ANY SWITCHING/CHANGING OF PLANS/PROVIDERS/SERVICES.

**THEY DO NOT NEED TO BE THE BILL-PAYER.**

DO NOT READ OUT.

SR

Yes	1	CONTINUE
No	2	THANK & CLOSE (WITH DEMOGRAPHICS)
Refused	98	THANK & CLOSE
Don't know	99	THANK & CLOSE

**ASK IF MORE THAN ONE SERVICE AT HS1**

**HS3.** And, not including mobile phones, are the telco services in your household all currently provided by the same telco?

SR

Yes - All services from one telco	1
No - More than one telco	2
Refused	98
Don't know	99

**ASK ALL WITH FIXED INTERNET AT HOME (CODES 3 AT HS1)**

**HS4.** Which type of FIXED internet do you have at home <<we don't mean your mobile broadband – IF MOBILE BROADBAND AT HS1>>?

INTERVIEWER: IF MORE THAN ONE BECAUSE MIGRATING TO NBN TAKE THE OUTGOING SERVICE

INTERVIEWER: OTHERWISE IF MORE THAN ONE TAKE WHAT THEY CONSIDER THE MAIN SERVICE

IF DON'T KNOW, PROBE

SR

Dial-up or ISDN	1
ADSL, ADSL+, ADSL2	2
Cable	3
Fixed wireless broadband (not NBN)	4
Satellite (not NBN)	5
NBN (IF NECESSARY: such as Fibre to the node (FTTN), HFC, fibre to-the premises (FTTP), fibre-to-the-building (FTTB), fibre-to-the-curb (FTTC), NBN fixed wireless and NBN satellite)	6

<u>Non-NBN</u> highspeed broadband (IF NECESSARY: such as FTTP, FTTN from providers such as iiNet or Transact, or FTTB such as from TPG)	7
Refused	9 8
Don't know	9 9

**ASK IF HOME PHONE (CODE 1 or 2 AT HS1)**

**HS4a.** Is your home phone connected to the NBN (national broadband network)?

SR

Yes	1
No	2
Refused	98
Don't know	99

**ASK IF INTERNET CONNECTED - OR PHONE CONNECTED - TO THE NBN (CODE 6 AT HS4 OR CODE 1 AT HS4a)**

**HS5.** And which type of NBN connection does your household have?

READ OUT BOLD TEXT ONLY.

INTERVIEWER: IF ASKED, PROVIDE DETAILED DESCRIPTION OF TECH TYPES

SR

<b>Hybrid fibre coaxial or HFC</b> (The existing 'pay TV' or cable network is used to connect your premises to the nearest available fibre node)	1
<b>Fibre to the premises or FTTP</b> (fibre optic cable connected to your house, technician will have installed two NBN boxes, one outside, and one on the same wall inside, if a second box inside for battery back – definitely FTTP)	2
<b>Fibre to the node or building or FTTN or FTTB</b> (fibre optic cable is connected to the 'nodes' located in your street / nearby, with the existing copper network then used to connect your premises to this node; Often used for apartment blocks where a fibre optic cable is connected to the building (usually in the communications room), then existing wiring within the building used to connect each apartment to this)	3
<b>Fibre to the curb or FTTC</b> (fibre is near your premises, from here the existing copper network connects you to the NBN. FTTC customers have a connection box inside their home or premises that powers your FTTC service.)	4
<b>Fixed wireless</b> (NBN transmission tower transmits to an antenna on your roof)	5
<b>Satellite</b> (SkyMuster) (a satellite dish at your premises)	6

Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

## SECTION 1 – SERVICE USAGE BEHAVIOUR (U)

Thank you. We'd now like to ask you some more questions about your household's telco services. These are services that can be used by anybody in the household, such as your <<**home phone – IF HS1 CODE 1**>>, <<**home internet – IF HS1 CODE 3**>> << **mobile broadband – IF HS1 CODE 4**>> <<**mobile phone family shared data plan – IF HS1 CODE 5**>>

### ASK ALL WITH CONNECTED HOME PHONE (HS1 CODE 1)

**HU2a.** How often has your household used your home phone over the past 6 months?

Would that be...

#### READ OUT SCALE

Multiple times a day	1
Once a day	2
Weekly	3
Monthly	4
Less often than monthly	5
Not at all in past 6 months	6
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

### ASK ALL WITH INTERNET AT HOME (HS1 CODES 3 or 4)

**HU3.** Which, if any, of the following **smart devices** does your household have connected to the internet at home? Not including computers, tablets and mobile phones.

#### READ OUT DEVICES

#### SR FOR EACH DEVICE

	Devices	Yes	No	Refused	Don't know
1	Smart TV	1	2	98	99
3	Smart lighting	1	2	98	99
4	Smart security system or security cameras	1	2	98	99
5	Smart heating or cooling system	1	2	98	99
6	Voice controlled smart speaker like Google Home, Amazon Echo or Apple home pod	1	2	98	99
96	Any other home smart device used in the household (please specify)	1	2	98	99

**ASK ALL WITH INTERNET AT HOME (HS1 CODES 3 or 4)**

**HU4.** Which, if any, of the following has your household used the household's internet for **in the last 6 months**?

READ OUT

MR

Watching video content (streaming Netflix, Foxtel, catch-up for free to air TV or You Tube)	1
Listening to audio (radio, music services or podcasts)	2
Streaming free to air TV for live or catch-up viewing	3
Watching or participating in online gaming	4
Running a business from home	5
Working from home (your company's offices are elsewhere)	6
Studying	7
None of the above (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99



## ASK ALL

**HU5.** I'm now going to read some factors that might affect your household's experience with your household's telco services, such as your <<**home phone** – IF HS1 CODE 1>>, <<**home internet** – IF HS1 CODE 3>>, << **mobile broadband** – IF HS1 CODE 4>> <<**mobile phone family shared data plan** – IF HS1 CODE 5>>. For each one could you please tell me whether it is Extremely important, Very important, Moderately important, Slightly important or not important at all to your household.

So, firstly how important or not is <<INSERT FACTOR>> to your household? Would you say....

READ OUT EACH FACTOR. REPEAT SCALE AS NECESSARY.

SR FOR EACH FACTOR. RANDOMISE ORDER

		Extremel y Importa nt	Very Importa nt	Moderately Important	Slightly importa nt	Not Importan t at all	Refused (DO NOT READ OUT)	Don't Know/ Can't say (DO NOT READ OUT)
A	Good customer service	1	2	3	4	5	98	99
B	Not being locked into contract/s	1	2	3	4	5	98	99
C	Price of services	1	2	3	4	5	98	99
D	Faults and issues being fixed	1	2	3	4	5	98	99
E	Rewards or loyalty programs	1	2	3	4	5	98	99
F	Protection of personal information	1	2	3	4	5	98	99

## SECTION 2 – EXPERIENCE (X)

### ASK ALL

**HX1.** I am now going to read some statements related to your household’s telco plan or service, such as your <<**home phone – IF HS1 CODE 1**>>, <<**home internet – IF HS1 CODE 3**>>, << **mobile broadband – IF HS1 CODE 4**>> <<**mobile phone family shared data plan – IF HS1 CODE 5**>>. For each one, can you please tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

So firstly, <<INSERT STATEMENT>> Would your household.....

READ OUT SCALE. SR

REPEAT FOR EACH STATEMENT. REPEAT SCALE AS NECESSARY.

RANDOMISE STATEMENTS

	1 Strongly agree	2 agree	3 neither	4 disagree	5 Strongly disagree	98 Refused (DO NOT READ)	99 Don't know (DO NOT READ)
You know what internet download speed your household needs [IF HAVE HOME INTERNET – CODE 3 AT HS1]	1	2	3	4	5	98	99
You know your household has the right telco plan to meet your needs	1	2	3	4	5	98	99
It is easy to compare the telco plans available for households	1	2	3	4	5	98	99
It is possible to tailor your household telco plan if your needs change	1	2	3	4	5	98	99
Your household regularly gets the speed that you pay for in your home internet plan [IF HAVE HOME INTERNET – CODE 3 AT HS1]	1	2	3	4	5	98	99

## SECTION 3 - ISSUES AND FAULTS (I)

### ASK ALL

**HI1.** In the last six months, have you had **any** issues or faults with your household telco services? It doesn't matter if you did not contact your telco provider about it, only that they happened.

DO NOT READ OUT.

SR

Yes	1	CONTINUE
No	2	GO TO CONTACT OVERVIEW (HO1)
Refused	98	GO TO CONTACT OVERVIEW (HO1)
Don't know	99	GO TO CONTACT OVERVIEW (HO1)

### ASK IF MORE THAN ONE SERVICE AT HS1

**HI1a.** For which particular telco services did your household experience any issues or faults in that time?

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN.

IF ONLY ONE SERVICE (FROM CODES 1, 3, 4 and 5) AT HS1 AUTOCODE BELOW.

MR

Home phone – IF HS1 CODE 1	1
Home internet – IF HS1 CODE 3	2
Mobile broadband – IF HS1 CODE 4	3
Mobile phone family shared data plan - IF HS1 CODE 5	4
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

**ASK IF ISSUES OR FAULTS FOR HOME PHONE (CODE 1 AT HI1a)**

**HI2a.** What issues or faults has your household experienced with your **home phone** in the last 6 months? Which others? Any others? **DO NOT READ. MR**

**ASK IF ISSUES OR FAULTS FOR HOME INTERNET (CODE 2 AT HI1a)**

**HI2b.** What issues or faults has your household experienced with your **home internet** in the last 6 months? Which others? Any others? **DO NOT READ. MR**

**ASK IF ISSUES OR FAULTS FOR HOME MOBILE BROADBAND (CODE 3 AT HI1a)**

**HI2c.** What issues or faults has your household experienced with your home mobile broadband in the last 6 months? Which others? Any others? **DO NOT READ. MR**

**ASK IF ISSUES OR FAULTS FOR MOBILE PHONE FAMILY PLAN (CODE 4 AT HI1a)**

**HI2d.** What issues or faults has your household experienced with your mobile phone family shared data plan in the last 6 months? Which others? Any others? **DO NOT READ.**

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE FOR A SHORT PERIOD OF TIME, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/**OUTAGE** – PROBE IF PLANNED OR UNPLANNED.

**MR**

	HOME PHON E	HOME INTERN ET	MOBILE BROAD BAND	MOBILE PHONE FAMILY SHARE D DATA PLAN
<b>Installation / set-up</b>				
Activating your service for the first time	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30
Setting up home phone and/or internet service (including moving house)	31	31	31	31
New handset or equipment	15	15	15	15
<b>Appointments</b>				
Technician didn't turn up within time window	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32
Delays in connection of NBN service	13	13	13	13
<b>Information / account or billing enquiry</b>				
General enquiry about your account, other than billing	6	6	6	6
Billing enquiry / billing issue	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5
Amending personal or contact details like changing address or providing a phone number or email	11	11	11	11
Recharging issue	9	9	9	9
Change, renew or buy a new plan	10	10	10	10
Cancellation / to switch to another provider	12	12	12	12
<b>Other</b>				
International calls	17	17	17	17
Poor voice quality	33			33
Fault or technical issue with home phone	22			22
Fault or technical issue with internet		23	23	23
Fault or technical issue with NBN equipment	24	24		
Fault or technical issue with mobile broadband equipment			35	
Fault or technical issue	18	18	18	18
Slow internet/data speeds in the evening		25	25	25

	HOME PHON E	HOME INTERN ET	MOBILE BROAD BAND	MOBILE PHONE FAMILY SHARE D DATA PLAN
Slow internet/data speeds in general		19	19	19
Interruptions and buffering		20	20	20
Drop-outs	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27
Loss of service, Planned outages	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34
Issue with a non-telco service that was provided through my service provider e.g. Telstra TV box, Foxtel, gas or electricity	21	21	21	21
Transfer of existing phone number	14	14	14	14
Unhappy with customer service	29	29	29	29
Other (specify)	96	96	96	96
Refused	98	98	98	98
Don't know \ can't say	99	99	99	99

**ASK IF >1 ISSUE OR FAULT MENTIONED AT HI2a-d**

**HI3.** And which one of those issues or faults has been the **biggest** problem for your household in the last six months?

DO NOT READ UNLESS REQUESTED

PROGRAMMER: INSERT ALL FAULTS SELECTED AT HI2a-d

PROGRAMMER IF ONLY 1 FAULT/ISSUE MENTIONED AT HI2a-d, THEN AUTOCODE THAT ANSWER HERE. LIKEWISE IF SAME SINGLE ISSUE MENTIONED FOR ALL SERVICES, THEN ALSO AUTOCODE HERE.

SR

**ASK IF ISSUES OR FAULT SELECTED AT HI3 MENTIONED FOR MULTIPLE SERVICES AT HI2a-d**

**HI3a.** For which particular services did that relate to?

PROGRAMMER ONLY SERVICES MENTIONED AT HI1a TO APPEAR ON SCREEN.

SR

Home phone – IF HI1a CODE 1	1
Home internet – IF HI1a CODE 2	2
Mobile broadband – IF HI1a CODE 3	3
Mobile phone family shared data plan - IF HI1a CODE 4	4
Both home phone and home internet – IF HI1a CODE 1 AND 2 and HS4a = YES	5
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

**ASK IF LOSS OF SERVICE/OUTAGE (CODES 27, 28 OR 34 AT HI3)**

**HI3b.** How many times have you experienced loss of service or outages with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE ASK FOR BEST GUESS.

SR

RECORD NUMBER ____	1
Refused	98
Don't know	99

**ASK IF DROPOUTS (CODE 26 AT HI3)**

**HI3d.** How many times have you experienced dropouts with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE PROBE FOR HOW MANY TIMES ON AVERAGE PER DAY, PER WEEK OR PER MONTH, WHICHEVER IS EASIEST FOR RESPONDENT TO ANSWER.

SR

RECORD NUMBER ____	1
RECORD AVERAGE NUMBER PER DAY ____	2
RECORD AVERAGE NUMBER PER WEEK ____	3
RECORD AVERAGE NUMBER PER MONTH ____	4
Refused	98
Don't know	99

**ASK ALL WITH ISSUES OR FAULTS (CODE 1 AT HI1).**

**IF ONLY 1 ISSUE OR FAULT MENTIONED AT HI2a-d THEN HI4 IS ABOUT THAT ISSUE OR FAULT.**

**IF >1 ISSUE OR FAULT MENTIONED AT HI2a-d THEN HI4 IS ABOUT THE BIGGEST ISSUE FROM HI3.**

**HI4.** What, if anything, did your household do about that issue or fault on the last occasion?

DO NOT READ.

INTERVIEWER: IF RESPONDENT SAYS THEY CONTACTED THEIR TELCO, ASK IF THEY DID ANYTHING BEFORE THAT.

MR

Complained to/contacted your telco	1
Switched the phone or modem on/off	2
Went to the telco website for information	3
Searched for information online	4
Asked other household members to assist	5
Asked a relative or friend	6
Went to your local store for assistance	7
Other (specify)	96
Nothing	97
Refused	98
Don't know	99



## SECTION 4 – CONTACT OVERVIEW (O)

### ASK ALL

**HO1.** In the last 6 months has your household contacted your <<current telco – IF CODE 1, 98, 99 AT HS3 OR ONLY ONE SERVICE AT HS1>><<any of your current telcos – IF CODE 2 AT HS3>> about any of your household telco services? This contact could have been in any form such as by phone, online, in-person etc but doesn't include bill paying.

PROGRAMMER: IF COMPLAINED/CONTACTED CODE 1 AT HI4, DO NOT ASK BUT AUTOCODE AS "YES" BELOW.

DO NOT READ OUT.

### SR

Yes	1	CONTINUE
No	2	GO TO CHANGES TO PLANS OR PROVIDERS
Refused	98	GO TO CHANGES TO PLANS OR PROVIDERS
Don't know	99	GO TO CHANGES TO PLANS OR PROVIDERS

### ASK ALL WHO HAVE CONTACTED THEIR TELCO (CODE 1 AT HO1)

**HO2.** And for which of the following has your household contacted your telco in the last 6 months?

READ OUT

### SR

To make a complaint. That is: an expression of dissatisfaction made to a service provider (in relation to your fixed line <<or mobile broadband – IF BROADBAND MOBILE AT HS1>> services <<or mobile phone family shared data plan – IF FAMILY PLAN AT HS1 >>) or their complaints handling process, where you expect a response or resolution.	1
For another reason, not a complaint	2
Both complaint and other reason	3
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

**ASK ALL WHO HAVE CONTACTED THEIR TELCO (CODE 1 AT HO1)**

**HO3.** In which of the following ways has your household contacted your telco about your household services in the last 6 months?

READ OUT

MR

By phone	1
By text message	2
By mail or post	3
In person in a store	4
Via email / online form	5
Online chat, web chat	6
Online via social media (e.g. Twitter or Facebook)	7
Or some other way (Please specify)	96
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

## SECTION 5 – COMPLAINTS (C)

### ASK ALL WHO MADE COMPLAINT TO TELCO (CODES 1 OR 3 AT HO2), OTHERS GO TO CONTACT SECTION (HN1)

You just mentioned that your household made a complaint to your telco in the last 6 months about your household services.

We'd like to ask you a few questions about the most recent complaint.

### ASK IF MORE THAN SERVICE (FROM CODES 1, 3, 4 AND 5) AT HS1

**HC1.** For which particular telco service did your household most recently make a complaint to your telco? Was it specific for a particular service?

INTERVIEWER: IF YES, PROBE TO BELOW FOR WHICH SERVICE.

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN. IF ONLY ONE SERVICE (FROM CODES 1,3 4 OR 5) AT HS1 AUTOCODE HERE.

SR

Yes - Home phone – IF HS1 CODE 1	1
Yes - Home internet – IF HS1 CODE 3	2
Yes - Mobile broadband – IF HS1 CODE 4	3
Yes - Mobile phone family shared data plan - IF HS1 CODE 5	4
Yes – Both home phone and internet – IF HS1 CODE 1 and 3 AND HS4a = YES	5
No – not specific to one service (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

### ASK ALL WHO MADE COMPLAINT (CODES 1 OR 3 AT HO2)

**HC2.** What was your household's most recent complaint about?

DO NOT READ BUT CLARIFY BASED ON LIST. COMPLAINT MAY NOT BE RELATED TO REPORTED FAULTS.

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE FOR A SHORT PERIOD OF TIME, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/**OUTAGE** – PROBE IF PLANNED OR UNPLANNED.

SR

	GENERAL	HOME PHONE	HOME INTERNET	MOBILE BROADBAND	MOBILE PHONE FAMILY SHARED DATA PLAN	BOTH HOME PHONE AND HOME INTERNET
<b>Installation / set-up</b>						
Activating your service for the first time	1	1	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30	30	30
Setting up home phone and/or internet service	31	31	31	31	31	31
New handset or equipment	15	15	15	15	15	15
<b>Appointments</b>						
Technician didn't turn up within time window	4	4	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32	32	32
Delays in connection of NBN service	13	13	13	13	13	13
<b>Information / account or billing enquiry</b>						
General enquiry about your account, other than billing	6	6	6	6	6	6
Billing enquiry \ billing issue	7	7	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5	5	5
Amending personal or contact details like changing address or providing a phone number or email	11	11	11	11	11	11
Recharging issue	9	9	9	9	9	9
Change, renew or buy a new plan	10	10	10	10	10	10
Cancellation \ to switch to another provider	12	12	12	12	12	12
<b>Other</b>						
International calls	17	17	17	17	17	17
Poor voice quality	33	33			17	33
Fault or technical issue with home phone	22	22			23	22
Fault or technical issue with internet	23		23	23	23	23
Fault or technical issue with NBN equipment	24	24	24			24

	GENERAL	HOME PHONE	HOME INTERNET	MOBILE BROADBAND	MOBILE PHONE FAMILY SHARED DATA PLAN	BOTH HOME PHONE AND HOME INTERNET
Fault or technical issue with mobile broadband equipment	35			35		
Fault or technical issue	18	18	18	18	18	18
Slow internet/data speeds in the evening	25		25	25	25	25
Slow internet/data speeds in general	19		19	19	19	19
Interruptions and buffering	20		20	20	20	20
Drop-outs	26	26	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27	27	27
Loss of service, Planned outages	28	28	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34	34	34
Issue with a non-telco service that was provided through my service provider e.g. Telstra TV box, Foxtel, gas or electricity	21	21	21	21	21	21
Transfer of existing phone number	14	14	14	14	14	14
Unhappy with customer service	29	29	29	29	29	29
Other (specify)	96	96	96	96	96	96
Refused	98	98	98	98	98	98
Don't know \ can't say	99	99	99	99	99	99

**ASK ALL WHO MADE A COMPLAINT (CODES 1 OR 3 AT HO2)**

**HC3.** How did your household **first** contact your telco to make your most recent complaint?

DO NOT READ OUT

PROGRAMMER: IF ONLY ONE MEANS OF CONTACT AT HO3, DO NOT ASK BUT AUTOCODE SAME ANSWER BELOW.

SR

By phone	1
By text message	2
By mail or post	3
In person in a store	4
Via Email / online form	5
Online chat, web chat	6
Online via social media (e.g. Twitter or Facebook)	7
Other (specify)	96
Refused	98
Don't know / can't say	99

**ASK ALL WHO MADE A COMPLAINT (CODES 1 OR 3 AT HO2)**

**HC4.** And how long did it take to resolve this complaint, from the first time your household contacted your telco until the complaint was resolved? Was it resolved...?

READ OUT. STOP READING ONCE RESPONDENT GIVES ANSWER

INTERVIEWER: IF NOT RESOLVED, CHECK IF TELCO IS GOING TO GET BACK TO THE RESPONDENT ON THIS. IF YES, LEAVE AS NOT RESOLVED. IF NO, GET RESPONDENT TO THINK ABOUT HOW LONG IT TOOK FROM FIRST TO LAST CONTACT WITH TELCO ON THIS.

SR

On the same day	1	GO TO HC6
Within 2 working days	2	GO TO HC6
Within 3 working days	3	GO TO HC6
Between 4 working days and one week	4	GO TO HC6
Between one week and 3 weeks	5	GO TO HC6
More than 3 weeks	6	GO TO HC6
Or is it is not currently resolved	97	CONTINUE
Refused (DO NOT READ OUT)	98	GO TO HC6
Don't know / can't say (DO NOT READ OUT)	99	GO TO HC6

**ASK IF COMPLAINT NOT RESOLVED (CODE 97 AT HC4)**

**HC5.** When did your household first make this complaint?

READ OUT. STOP READING ONCE RESPONDENT GIVES ANSWER

SR

Today	1
Within the last 2 working days	2
Within the last 3 working days	3
Between 4 working days and one week ago	4
Between one week and three weeks ago	5
More than three weeks to up to a month ago	6
One month to up to three months ago	7
Three months to up to six months ago	8
More than six months ago	9
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

**ASK IF COMPLAINT RESOLVED (CODES 1-6, 98 OR 99 AT HC4)**

**HC6.** Overall, how satisfied or dissatisfied was your household with how that complaint was handled by the telco? Would you say your household was:

READ OUT

SR

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

**ASK IF DISSATISFIED/VERY DISSATISFIED (CODES 4 OR 5 AT HC6)**

**HC7.** Why do you say that? Which other reasons? Any other reasons?

DO NOT READ OUT.

MR.

Problem/issue not resolved	1
Too long to fix/take action	2
Too many transfers/waiting on the phone for too long	3
Poor communication/lack of communication about problem resolution	4
Recurring problem/ongoing problem	5
Offshore call centre	6
Nobody would take responsibility for fixing your problem	7
You were told to contact another organisation (e.g. NBN Co)	8
It took multiple calls/contact to get something done	9
Compensation not given	10
Compensation insufficient	11
No apology given	12
Conflicting advice given	13
Other (specify)	96
No reason in particular	97
Refused	98
Don't know / can't say	99



**ASK IF COMPLAINT, EXCEPT FOR THOSE ABOUT BILLING OR NON-TELCO SERVICES (NOT CODES 7, 21, 98 OR 99 AT HC2)**

**HC8.** Did your telco offer your household any compensation of any sort?

**PROGRAMMER: IF COMPENSATION NOT GIVEN AT HC7 (CODE10) DO NOT ASK BUT AUTOCODE AS CODE 97 BELOW.**

**IF YES, PROBE:** What did they offer you?

**INTERVIEWER: IF MONEY OFF OR DISCOUNT - PROBE IF JUST OFF ONE BILL OR MORE THAN ONE BILL. USUALLY IF COMPENSATION IS A LARGE AMOUNT IT IS LIKELY TO BE ONGOING OFF SEVERAL BILLS.**

**DO NOT READ OUT.**

**MR.**

Money off the next bill	1
Discount or credit for more than one bill	2
Extra data	3
Interim replacement service (e.g. a Dongle, SIM card, mobile phone)	4
Change of plan	5
Other (specify)	96
No compensation offered	97
Refused	98
Don't know / can't say	99

## SECTION 6 – CONTACT FOR ENQUIRIES (N)

**ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT HO2), OTHERS GO TO CHANGES TO PLANS OR PROVIDERS SECTION (HW1)**

Earlier you mentioned that your household contacted your telco in the last 6 months about your household telco services, but **not to make a complaint**.

We'd like to ask you a few questions about **the most recent contact** for this purpose.

**ASK IF MORE THAN ONE SERVICE (FROM CODES 1, 3, 4 and 5) AT HS1**

**HN1.** For which particular telco service did your household most recently contact your telco for in that case? Was it specific for a particular service?

INTERVIEWER: IF YES, PROBE TO BELOW FOR WHICH SERVICE.

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN. IF ONLY ONE SERVICE (FROM CODES 1,3 4 OR 5) AT HS1 AUTOCODE HERE.

SR

Yes - Home phone – IF HS1 CODE 1	1
Yes - Home internet – IF HS1 CODE 3	2
Yes - Mobile broadband – IF HS1 CODE 4	3
Yes - Mobile phone family shared data plan - IF HS1 CODE 5	4
Yes – Both home phone and internet – IF HS1 CODE 1 and 3 AND HS4a = YES	5
No – not specific to one service (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

**ASK ALL WHO CONTACTED TELCO FOR ENQUIRY(CODES 2 OR 3 AT HO2),**

**HN2.** What did your household most recently contact your telco for in that case?

DO NOT READ BUT CLARIFY BASED ON LIST.

IF MORE THAN ONE REASON PROBE FOR MOST IMPORTANT/PRIMARY REASON.

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE **FOR A SHORT PERIOD OF TIME**, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/**OUTAGE** – PROBE IF PLANNED OR UNPLANNED.

SR

	GENERAL	HOME PHONE	HOME INTERNET	MOBILE BROADBAND	MOBILE PHONE FAMILY SHARED DATA PLAN	BOTH HOME PHONE AND HOME INTERNET
<b>Installation / set-up</b>						
Activating your service for the first time	1	1	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30	30	30
Setting up home phone and/or internet service	31	31	31	31	31	31
New handset or equipment	15	15	15	15	15	15
<b>Appointments</b>						
Technician didn't turn up within time window	4	4	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32	32	32
Delays in connection of NBN service	13	13	13	13	13	13
<b>Information / account or billing enquiry</b>						
General enquiry about your account, other than billing	6	6	6	6	6	6
Billing enquiry \ billing issue	7	7	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5	5	5
Amending personal or contact details like changing address or providing a phone number or email	11	11	11	11	11	11
Recharging issue	9	9	9	9	9	9
Change, renew or buy a new plan	10	10	10	10	10	10
Cancellation \ to switch to another provider	12	12	12	12	12	12
<b>Other</b>						
International calls	17	17	17	17	17	17
Poor voice quality	33	33			33	33
Fault or technical issue with home phone	22	22				22
Fault or technical issue with internet	23		23	23	23	23
Fault or technical issue with NBN equipment	24	24	24			24

	GENERAL	HOME PHONE	HOME INTERNET	MOBILE BROADBAND	MOBILE PHONE FAMILY SHARED DATA PLAN	BOTH HOME PHONE AND HOME INTERNET
Fault or technical issue with mobile broadband equipment	35			35		
Fault or technical issue	18	18	18	18	18	18
Slow internet/data speeds in the evening	25		25	25	25	25
Slow internet/data speeds in general	19		19	19	19	19
Interruptions and buffering	20		20	20	20	20
Drop-outs	26	26	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27	27	27
Loss of service, Planned outages	28	28	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34	34	34
Issue with a non-telco service that was provided through my service provider e.g. Telstra TV box, Foxtel, gas or electricity	21	21	21	21	21	21
Transfer of existing phone number	14	14	14	14	14	14
Unhappy with customer service	29	29	29	29	29	29
Other (specify)	96	96	96	96	96	96
Refused	98	98	98	98	98	98
Don't know \ can't say	99	99	99	99	99	99

**ASK ALL WHO CONTACTED TELCO FOR ENQUIRY(CODES 2 OR 3 AT HO2),**

**HN3.** How did your household **first** contact your telco for this?

DO NOT READ OUT

PROGRAMMER: IF ONLY ONE MEANS OF CONTACT AT HO3, DO NOT ASK BUT AUTOCODE SAME ANSWER BELOW.

SR

By phone	1
By text message	2
By mail or post	3
In person in a store	4
Via email / online form	5
Online chat, web chat	6
Online via social media (e.g. Twitter or Facebook)	7
Other (specify)	96
Refused	98
Don't know / can't say	99

**ASK ALL WHO CONTACTED TELCO FOR ENQUIRY(CODES 2 OR 3 AT HO2),**

**HN4.** Overall, how satisfied or dissatisfied was your household with how that query was handled by the telco? Would you say your household was...

READ OUT

SR

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

**ASK IF DISSATISFIED/VERY DISSATISFIED (CODES 4 OR 5 AT HN4)**

**HN5.** Why do you say that? Which other reasons? Any other reasons?

DO NOT READ OUT.

MR.

Problem/issue not resolved	1
Too long to fix/take action	2
Too many transfers/waiting on the phone for too long	3
Poor communication/lack of communication about problem resolution	4
Recurring problem/ongoing problem	5
Offshore call centre	6
Nobody would take responsibility for fixing your problem	7
You were told to contact another organisation (e.g. NBN Co)	8
It took multiple calls/contacts to get something done	9
Compensation not given	10
Compensation insufficient	11
No apology given	12
Conflicting advice given	13
Other (specify)	96
No reason in particular	97
Refused	98
Don't know / can't say	99

## SECTION 7 – CHANGES TO PLANS OR PROVIDERS (W)

### ASK ALL

Now we are going to ask you some questions about the current provider for your household's telco services and plans such as your <<**home phone** – IF HS1 CODE 1>>, <<**home internet** – IF HS1 CODE 3>> << **mobile broadband** – IF HS1 CODE 4>>, <<**mobile phone family shared data plan** – IF HS1 CODE 5>>.

### ASK ALL

**HW1.** How long has your household been with your telco provider?

READ OUT

MR (SR IF ONLY ONE PROVIDER FOR ALL SERVICES - CODE 1 AT HS3)

Less than 6 months	1
6 months up to one year	2
One up to two years	3
Two up to five years	4
More than five years	5
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

### ASK ALL

**HW2.** Has your household changed your telco provider or changed plan in the last two years? By change of plan we mean changes you elected to make, not any changes made by your telco. <<However, moving to the NBN is seen as a change – IF CODE 6 AT HS4 OR CODE 1 AT HS4a>>.

INTERVIEWER: IF MOVED TO NBN CODE AS 1 (CHANGED PLAN FOR FIXED INTERNET)

SR

Yes	1
No - no changes made (including this is first ever telco/plan)	2
Refused	98
Don't know / can't say	99



**ASK IF HAVE NOT CHANGED PLAN OR PROVIDER IN LAST TWO YEARS (CODE 2 AT HW2)**

**HW3.** Has your household actively considered changing a plan with your provider or changing telco provider in the last two years? By “actively” we mean you’ve looked up information, or visited a telco store, looked on websites, or contacted your telco, contacted other telcos, or sought advice from forums, comparison websites or family or friends etc.

SR

Yes, actively considered	1	CONTINUE
No, did not actively consider	2	GO TO SATISFACTION
Refused	98	GO TO SATISFACTION
Don’t know / can’t say	99	GO TO SATISFACTION

**ASK IF ACTIVELY CONSIDERED BUT NOT CHANGED (CODE 1 AT HW3)**

**HW4.** Can you tell us why your household did not change the plan with your current telco or change telcos after active consideration? Which other reasons? Any other reasons?

PROBE FULLY

DO NOT READ OUT

MR

You couldn’t save money/it wasn’t any cheaper/Couldn’t get a better deal	1
It was too confusing	2
It was too much time and/or effort/Couldn’t be bothered	3
It was too hard to compare offers	4
Your telco offered to match the deal you found	5
You told your telco you were thinking of moving and they offered you a better deal	6
Other offers were the same or pretty similar/your own plan is sufficient	7
You were not able to take your phone number with you	8
Still in contract	9
Coverage is good with your current telco	10
Still considering what to do	11
Other (specify)	96
No particular reason	97
Refused	98
Don’t know / can’t say	99

## SECTION 8 - SATISFACTION (F)

### ASK ALL

**HF1.** I'd now like you to tell me the extent to which your household is satisfied with each of the following aspects of your household's telco services such as your <<**home phone** – IF HS1 CODE 1>>, <<**home internet** – IF HS1 CODE 3>> << **mobile broadband** – IF HS1 CODE 4>>, <<**mobile phone family shared data plan** – IF HS1 CODE 5>>. For each aspect I read out, can you please tell me whether you are very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied.

So firstly, how satisfied is your household with <<INSERT FIRST ATTRIBUTE>>.

Would you say...[READ OUT SCALE. SR](#)

[REPEAT FOR EACH ATTRIBUTE. REPEAT SCALE AS NECESSARY.](#)

	1 Very satisfied	2 Satisfied	3 Neither	4 Dissatisfied	5 Very dissatisfied	97 Not applicable (DO NOT READ OUT)	98 Refused (DO NOT READ OUT)	99 Don't know (DO NOT READ OUT)
Your home phone service overall [IF HOME PHONE AT HS1 CODE 1]	1	2	3	4	5	97	98	99
The reliability of your home phone service [IF HOME PHONE AT HS1 CODES 1]	1	2	3	4	5	97	98	99
Your home internet service overall [IF FIXED INTERNET AT HS1 CODE 3]	1	2	3	4	5	97	98	99
The reliability of your home internet service [IF FIXED INTERNET AT HS1 CODE 3]	1	2	3	4	5	97	98	99

The mobile broadband service at home overall [IF MOBILE BROADBAND AT HS1 CODE 4]	1	2	3	4	5	97	98	99
The reliability of the mobile broadband service at home – [IF MOBILE BROADBAND AT HS1 CODE 4]	1	2	3	4	5	97	98	99
Your mobile phone family shared data plan overall [IF FAMILY DATA PLAN AT HS1 CODE 5]	1	2	3	4	5	97	98	99
The reliability of your mobile phone family shared data plan [IF FAMILY DATA PLAN AT HS1 CODE 5]	1	2	3	4	5	97	98	99
The monthly cost of your household telco services [ASK ALL]	1	2	3	4	5	97	98	99
Customer service overall [ASK ALL]	1	2	3	4	5	97	98	99

## SECTION 9 – PRIVACY AND DATA (P)

### ASK IF HOUSEHOLD HAS ANY SMART DEVICES AT HU3

**HP1.** Thinking about the smart devices in your home, such as your household's <<INSERT DEVICES MENTIONED AT HU3>>. Which, if any, of the following does your household do about security for those devices?

READ OUT

MR

Do updates when they come up	1
Set updates to automatically happen	2
Set passwords	3
Turn off the smart devices when not in use	4
Set up specific wi-fi network for smart devices	5
Other (Please specify)	96
Nothing (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

### ASK IF HOUSEHOLD HAS ANY SMART DEVICES AT HU3

**HP2.** I am now going to read out some statements relating to the smart devices in your household. For each one, can you please tell me whether your household would strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

So firstly, <<INSERT STATEMENT>>. Would your household....**READ OUT SCALE**  
**READ OUT EACH STATEMENT. REPEAT SCALE AS NECESSARY.**

SR

	1 Strongly agree	2 Agree	3 Neither	4 Disagree	5 Strongly disagree	98 Refused (DO NOT READ)	99 Don't know (DO NOT READ)
If your household was replacing a smart device you know the steps to take to remove any personal information before disposal	1	2	3	4	5	98	99

Your household is aware of how to make your smart devices private and secure	1	2	3	4	5	98	99
Your household is <u>aware</u> of the amount of information your smart devices are collecting	1	2	3	4	5	98	99
Your household is <u>concerned</u> about the amount of information your smart devices are collecting	1	2	3	4	5	98	99
There is enough transparency to understand how your smart devices <i>use</i> your information	1	2	3	4	5	98	99

## ADDITIONAL DEMOGRAPHICS (D)

Thank you for that. Finally, some questions to make sure that we have spoken to a good cross-section of people.

### ASK ALL

**HD8.** What is the highest level of school or higher education you have completed?

DO NOT READ OUT UNLESS NECESSARY

SR

No formal education	1
School up to Higher School Certificate/Leaving/Year 12/6th Form	2
TAFE/University/some other tertiary qualification	3
Something else (specify)	96
Refused	98
Don't know / can't say	99

### ASK ALL

We are now going to a question which may be sensitive, on income. If you do not wish to answer, please let me know.

**HD10.** What is your household's combined annual income from all sources, before tax...

Would that be under 60 thousand dollars or over?

SR

Under 60 Thousand	1
Over 60 thousand	2
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

### ASK IF UNDER \$60,000 AT HD10

**HD10a.** Would that be...READ OUT.

SR

Under 20 thousand dollars	1
20 to 39	2
40 to 59	3
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

**ASK IF OVER \$60,000 AT HD10**

**HD10b.** Would that be...**READ OUT.**

**SR**

60 to 79 thousand dollars	1
80 to 99	2
100 to 149	3
150 thousand dollars or more	4
Refused ( <b>DO NOT READ OUT</b> )	98
Don't know / can't say ( <b>DO NOT READ OUT</b> )	99

**INTERVIEWER INFORMATION:**

**UNDER \$20,000 PA IS UNDER \$384 PER WEEK**

**\$20,000-\$39,999 PA IS \$384-\$769 PER WEEK**

**\$40,000-\$59,999 PA IS \$770-\$1,154 PER WEEK**

**\$60,000-\$79,999 PA IS \$1,155-\$1,538 PER WEEK**

**\$80,000-\$99,999 PA IS \$1,539-\$1,923 PER WEEK**

**\$100,000-\$149,999 PA IS \$1,924-\$2,884 PER WEEK**

**\$150,000 OR MORE PA IS OVER \$2,885 PER WEEK**

## THANK AND CLOSE

### ALL

That was the final question. Thank you very much for your assistance. May I just confirm your name and telephone number? Sometimes my supervisor needs to ring back and check my work. **[CONFIRM DETAILS]**

This research has been conducted on behalf of the Australian Communications and Media Authority and in keeping with the Australian Privacy Principles, the industry Privacy Code and the market research industry's Code of Professional Behaviour.

Our privacy policy is available on our website (<http://www.enginegroup.com/apac>). This policy explains how you can access or correct your personal information, the process for making a privacy related complaint.

**IF REQUIRED:** If you would like to check any of these details further, I can direct you to the Association of Market and Social Research Organisations' website or if you have any queries you can call Engine directly. Would you like either of those contact details?

IF YES, SAY: The website is <http://www.amsro.com.au/directory/>, or if you have any queries you can call Engine on (03) 8639 5200.

Just to remind you my name is <<INTERVIEWER NAME>> and I've called from ENGINE.

Thank you very much for your time.