

Individual 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	PD1	Gender
	PD2	Age
	PD3	Postcode
	PD4	Suburb
	PD5	Location (area)
	PD7c	Other mobile phones used
	PD7d	Number of other mobile phones used
SCREENING	PS2a	Decision-maker for mobile phone service
	PS2b	Type of mobile broadband data service
	PS2c	Decision-maker for mobile broadband data service
	PS3	If same provider for mobile phone and mobile broadband data services
SERVICE USAGE BEHAVIOUR	PU1a	Prepaid or postpaid mobile phone
	PU1	Personal devices used to connect to the internet
	PU3	Connecting devices to the internet when not at home
	PU4	Uses for mobile phone
	PU5	Importance of telco service experience factors
EXPECTATIONS	PE1	Expectations of information about telco plans
ISSUES AND FAULTS	PI1	Issues or faults with mobile phone services
	PI1a	Issues or faults with mobile broadband data services
	PI2a-b	Types of faults
	PI3	Issue or fault that is the biggest problem
	PI3c	Service for biggest problem
	PI4	Action taken when have issues or faults
CONTACT OVERVIEW	PO1	Any contact with telco last six months
	PO2	Reasons for contact with telco last six months (complaint, enquiry, both)
	PO2a	Which service contacted about
	PO3	Channel used to make contact about services
COMPLAINTS	PC1	Which service for most recent complaint

Section	Question	Description
	PC2	Reason for most recent complaint
	PC3	Channel used to make most recent complaint
	PC4	How long to resolve most recent complaint
	PC5	If not resolved, when complaint first made
	PC6	Satisfaction with resolved complaints
	PC7	Reasons for dissatisfaction with complaint resolution
CONTACT FOR ENQUIRIES	PN1	Which service for most recent contact (not complaint)
	PN2	Reason for most recent contact
	PN3	Channel used to make contact
	PN4	Satisfaction with contact
	PN5	Reasons for dissatisfaction with contact
CHANGES TO PLANS OR PROVIDERS	PW1a	Length of time with current telco provider for mobile phone
	PW1b	Length of time with current telco provider for mobile broadband data
	PW2	Changes to telco plans or providers
	PW3	If not changed plan or provider—actively considered
	PW4	If considered but no changes, why not
SATISFACTION	PF1	Satisfaction with services
PRIVACY AND DATA	PP4	Awareness and concern of privacy, data and location sharing
ADDITIONAL TELCOGRAPHICS	PS1	Types of household telco services
	PS1a	Confirm if mobile-only for voice and data
ADDITIONAL DEMOGRAPHICS	PD6a	Number of people 18+ in household
	PD6b	Total number of people in the household
	PD8	Education
	PD10	Household income
	PD10a	Household income
	PD10b	Household income
THANK AND CLOSE		Thank and close

Table 2: Notes for reading this questionnaire

Item	How to interpret
PURPLE CAPS	INTERVIEWER INSTRUCTIONS
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 randomly generated by a random digit dialling system.)

For this survey, we need to speak to people living in Australia aged 18 years or more. 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 – INTERVIEWER: I'm now recording as you agreed	1
No – INTERVIEWER: 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 and to help us identify whether you are in scope for the survey.

ASK ALL

PD1. RECORD RESPONDENT GENDER – DO NOT READ OUT

SR

Male	1
Female	2

ASK ALL

PD2. 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

PD3. 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 PD7c
Refused	98	GO TO PD4
Don't know	99	GO TO PD4

ASK IF REFUSED OR DON'T KNOW POSTCODE (PD3 = Refused (98) OR Don't know (99)),

OTHERS GO TO PD7c

PD4. What is your suburb 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 kept confidential and reported back in aggregate with those of other respondents

RECORD SUBURB: _____	1	GO TO PD5
Refused	98	GO TO PD5
Don't know	99	GO TO PD5

ASK IF REFUSED OR DON'T KNOW POSTCODE (PD3 = Refused (98) OR Don't know (99)),

OTHERS GO TO PD7c

PD5. 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

PD7c. Do you have another mobile phone that you regularly take calls on apart from this one?

DO NOT READ OUT.

SR

Yes	1	CONTINUE
No	2	GO TO SCREENER
Refused	98	GO TO SCREENER
Don't know	99	GO TO SCREENER

ASK IF HAVE ANOTHER MOBILE PHONE USED TO TAKE CALLS (PD7c = Yes (1)),

OTHERS GO TO SCREENER SECTION

PD7d. How many other mobile phones do you regularly take calls on?

DO NOT READ OUT.

SR

RECORD NUMBER: _____	1
Refused	98
Don't know	99

SCREENING (S)

ASK ALL

PS2a. And are you the main or joint decision maker for a **mobile phone that you use**, not including a phone supplied by an employer or other person?

IF NECESSARY: By other person, we mean someone who is not part of your household or immediate family.

INTERVIEWER: RESPONDENT NEEDS TO BE ABLE TO COMMENT ON THE SERVICE, 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.
SR

Yes	1
No	2
Refused	98
Don't know	99

ASK ALL

PS2b. Which, if any, of the following mobile broadband data devices do you use, which also allows you to access the internet when not at home? Please do not include if you share the use of it with other household members.

IF NECESSARY/IF MOBILE PHONE MENTIONED FOR 'OTHER': We are not including your mobile phone here.

READ OUT

MR

Dongle or USB modem	1
Pocket or portable Wi-Fi hub	2
Data only Sim card that you insert into a Laptop or Tablet	3
Other (specify)	96
None (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK IF USE A MOBILE BROADBAND DATA SERVICE (PS2b=1, 2,3 OR 96)

PS2c. And are you the main or joint decision maker for <<that service – IF SINGLE RESPONSE AT PS2b>><<any of those services – IF MULTIPLE RESPONSE AT PS2b>>, not including those supplied by an employer or other person?

IF NECESSARY: By other person, we mean someone who is not part of your household or immediate family.

INTERVIEWER: RESPONDENT NEEDS TO BE ABLE TO COMMENT ON THE SERVICE, 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.
SR

Yes	1
No	2
Refused	98
Don't know	99

ASK IF MAIN OR JOINT DECISION-MAKER FOR MOBILE BROADBAND DATA SERVICE (PS2c = YES (CODE 1))

Throughout this survey whenever we refer to your **mobile broadband data device or service** we want you to think about <<**that service** – IF SINGLE RESPONSE AT PS2b>><<**those services** – IF MULTIPLE RESPONSE AT PS2b>> you are the decision maker for.

IF YES (CODE 1) AT EITHER PS2a or PS2c, CONTINUE.

OTHERS THANK & CLOSE.

ASK IF HAVE BOTH A MOBILE PHONE AND A MOBILE BROADBAND SERVICE (CODE 1 AT PS2a and PS2c)

PS3. And is your mobile phone service and mobile broadband data service provided by the same telco?

Yes - Both from one telco	1
No	2
Refused	98
Don't know	99

SECTION 1 – SERVICE USAGE BEHAVIOUR (U)

ASK ALL

Thank you. We'd now like to ask you some more questions about your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><<mobile phone– IF ONLY PS2a A CODE 1>><<mobile broadband data– IF ONLY PS2c A CODE 1>>**services**.

ASK IF OWN MOBILE PHONE (CODE 1 AT PS2a)

PU1a. Thinking now about your own mobile phone/phones (and not including phones supplied by an employer or other person). Are your own personal mobile phones **prepaid** where use is paid for in advance, you buy credit or a top-up in order to use your phone? Or **postpaid** where you pay for your telco services after you use them, e.g. receiving a bill each month?

MR (SR – IF NO OTHER MOBILE – CODE 2 AT PD7c.)

Prepaid (use is paid for in advance, you buy credit or a top-up in order to use your phone)	1
Postpaid (you pay for your telco services after you use them, e.g. receiving a bill each month)	2
Mix of prepaid and postpaid (DO NOT READ OUT)	3
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL

PU1. Which, if any, of the following devices that you own, have you used to access the internet in the last 6 months?

READ OUT DEVICES

SR FOR EACH DEVICE

Devices	Yes	No	Refused	Don't know
Laptop computer	1	2	98	99
Mobile phone [IF OWN MOBILE PHONE AT PS2a]	1	2	98	99
Tablet computer (like an iPad or Galaxy)	1	2	98	99
e-reader (like a Kindle or Kobo)	1	2	98	99
Portable games console (like a PSP or Nintendo DS)	1	2	98	99
Wearables, watches (like an Apple watch) or fitness tracker (like a fitbit)	1	2	98	99
Medical device connected to the internet	1	2	98	99

ASK IF LAPTOP, MOBILE PHONE, TABLET, E-READER, PORTABLE GAMES CONSOLE, WEARABLES OR MEDICAL DEVICE USED AT PU1

PU3. Thinking about your <<INSERT RELEVANT DEVICES ABOVE FROM PU1>>.

How do you access the Internet with these when you are not at home?

READ OUT

MR

Has own SIM Card	1
Connect via mobile phone (hotspot)	2
Use WIFI at work	3
Use WIFI at hotels	4
Use other public WIFI networks (such as Shopping centres, public transport, airports, university, libraries, cafes)	5
Using WIFI at family or friends' homes	6
Other (Please specify)	96
Never connect to internet when not at home (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF OWN MOBILE PHONE (CODE 1 AT PS2a)

PU4. Which, if any, of the following things have you used your own mobile phone for in the last month?

READ OUT

MR

Task	Yes	No	Refused	Don't know
Making and receiving voice or video calls	1	2	98	99
Sending messages	1	2	98	99
Tap and go payments or paying for public transport with your phone, <<watch or fitness trackers – IF WEARABLES AT PU1>> using Apple pay or Android Pay	1	2	98	99
Banking, paying bills or sending emails	1	2	98	99

Loyalty or gift cards (e.g. Woolworths rewards, Ikea, Coles/Myer)	1	2	98	99
Watching video content (streaming Netflix, Foxtel, catch-up for free to air TV or YouTube)	1	2	98	99
Google Maps	1	2	98	99
Social media (e.g. Facebook, Twitter, Instagram etc)	1	2	98	99
Used an app on your phone for gambling (including lottery)	1	2	98	99
Reading news content	1	2	98	99
Listening to audio (radio, music services or podcasts)	1	2	98	99

ASK ALL

PU5. I'm now going to read some factors that might affect your experience with your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><< mobile phone– IF ONLY PS2a A CODE 1>><< mobile broadband data– IF ONLY PS2b A CODE 1>> **services.** 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 you.

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

READ OUT SCALE

READ OUT EACH FACTOR. REPEAT SCALE AS NECESSARY.

SR FOR EACH FACTOR. RANDOMISE ORDER

		Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important 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	Mobile coverage	1	2	3	4	5	98	99

SECTION 2 – EXPECTATIONS (E)

ASK ALL

PE1. I am now going to read some statements related to your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><<mobile phone– IF ONLY PS2a A CODE 1>><<mobile broadband data– IF ONLY PS2c A CODE 1>>**services**. 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 <you....

READ OUT SCALE. SR

REPEAT FOR EACH STATEMENT. REPEAT SCALE AS NECESSARY.

RANDOMISE STATEMENTS

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Refused (DO NOT READ)	Don't know (DO NOT READ)
You are on the right mobile plan to meet your needs	1	2	3	4	5	98	99
You expect your telco provider to give you access to all the information about your mobile account and use when you need it	1	2	3	4	5	98	99
You expect that your telco provider will not share your data or personal information without your permission	1	2	3	4	5	98	99

SECTION 3 – ISSUES AND FAULTS (I)

ASK IF OWN MOBILE PHONE (CODE 1 AT PS2a)

PI1. In the last six months, have you had **any** issues or faults with your **own mobile phone 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
No	2
Refused	98
Don't know	99

ASK IF OWN MOBILE BROADBAND DATA **SERVICE** (CODE 1 AT PS2c)

PI1a. In the last six months, have you had **any** issues or faults with your **own mobile broadband data services**? It doesn't matter if you did not contact your telco provider about it, only that they happened.

IF NECESSARY: This relates to your dongle, your SIM card for a tablet or a laptop etc

DO NOT READ OUT.

SR

Yes	1
No	2
Refused	98
Don't know	99

IF NO FAULT OR ISSUE FOR MOBILE PHONE OR MOBILE BROADBAND DATA (CODES 2-99 AT PI1 AND PI1a) GO TO CONTACTS OVERVIEW SECTION

ASK IF **ISSUES OR FAULTS** FOR MOBILE PHONE (CODE 1 AT PI1)

PI2a. What issues or faults have you experienced with your **mobile phone services** in the last 6 months? Which others? Any others? DO NOT READ. MR

ASK IF **ISSUES OR FAULTS** FOR MOBILE BROADBAND DATA (CODE 1 AT PI1a)

PI2b. What issues or faults have you experienced with your **mobile broadband data services** in the last 6 months? Which others? Any others? DO NOT READ. MR

	Mobile phone	Mobile broadband data
Installation / set-up		
Activating your service for the first time	1	1
Issues with porting over mobile number from your previous telco	2	2
Time taken for mobile number to port over	3	3
Information / account or billing enquiry		
Gathering information on services such as prices and inclusions	5	5
General enquiry about your account, other than billing	6	6
Billing enquiry/ billing issue	7	7
Charges for other services from your telco	8	8
Recharging issue	9	9
Change, renew or buy a new plan (or data pack/top-up)	10	10
Amending personal or contact details like changing address or providing a phone number or email	11	11
Cancellation / to switch to another provider	12	12
Other		
Issue with hotspot	13	13
New handset or equipment	15	15
Roaming, usage overseas	16	16
International calls (without roaming)	17	17
Internet speeds	19	19
Interruptions or drop-outs to your service	20	20
Other (specify)	96	96
Refused	98	98
Don't know / can't say	99	99

ASK IF >1 ISSUE OR FAULT MENTIONED AT PI2a-b

PI3. And which one of those issues or faults has been the **biggest** problem for you in the last 6 months?

DO NOT READ UNLESS REQUESTED

PROGRAMMER: INSERT ALL FAULTS SELECTED AT PI2a-b

SR

ASK IF ISSUE OR FAULT SELECTED AT PI3 IS MENTIONED FOR BOTH PHONE AND DATA AT PI2a-b, ASK:

PI3a. For which particular services did that relate to?

SR

Mobile phone service	1
Mobile broadband data service	2
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL WITH ISSUE OR FAULT FOR MOBILE PHONE OR MOBILE BROADBAND DATA (CODE 1 AT PI1 OR PI1a).

PI4. What, if anything, did you do about the issue or fault?

DO NOT READ

INTERVIEWER: IF RESPONDENT SAYS THEY CONTACTED/COMPLAINED TO THEIR TELCO, CODE BUT 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

PO1. In the last 6 months have you contacted your <<current telco – IF CODE 1, 98, 99 AT PS3 OR ONLY ONE MOBILE SERVICE AT PS2a/b>><<any of your current telcos – IF CODE 2 AT PS3>> about your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><< mobile phone– IF ONLY PS2a A CODE 1>><< mobile broadband data– IF ONLY PS2c A CODE 1>>**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 PI4, DO NOT ASK BUT AUTOCODE AS “YES” BELOW.

SR

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

ASK ALL WHO HAVE CONTACTED THEIR TELCO (CODE 1 AT PO1)

PO2. And for which of the following did you contact your telco about your <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><< mobile phone– IF ONLY PS2a A CODE 1>><< mobile broadband data– IF ONLY PS2c A CODE 1>> **services** 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 mobile services or their complaints handling process, where you expect a response or resolution.	1
For another reason, not a complaint	2
Both complaint and another 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 PO1)

PO2a. And was that for your mobile phone service or your mobile broadband data service or both?

PROGRAMMER IF ONLY ONE SERVICE AT PS2a/c DO NOT ASK BUT AUTOCODE BELOW.

SR

Mobile phone service	1
Mobile broadband data service	2
Both	3
Refused	98
Don't know	99

ASK ALL WHO CONTACTED ABOUT MOBILE PHONE OR MOBILE BROADBAND DATA (CODE 1, 2 or 3 AT PO2a)

PO3. In which of the following ways have you contacted your telco about your <<mobile phone services – IF CODE 1 AT PO2a>><<mobile broadband data services – IF CODE 2 AT PO2a>><< mobile phone and mobile broadband data services – IF CODE 3 AT PO2a>> 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 PO2), OTHERS GO TO CONTACTS SECTION (PN1)

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

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

ASK IF MORE THAN ONE SERVICE CONTACTED ABOUT AT PO2a

PC1. For which particular mobile service did you most recently make a complaint to your telco? Was it about your mobile phone service, mobile broadband data service or both?

SR

Mobile phone service	1
Mobile broadband data service	2
Both – 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 A COMPLAINT (CODES 1 OR 3 AT PO2)

PC2. What was your most recent complaint about?

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

SR

	General	Mobile phone	Mobile broadband data
Installation / set-up			
Activating your service for the first time	1	1	1
Issues with porting over mobile number from your previous telco	2	2	2
Time taken for mobile number to port over	3	3	3
Information / account or billing enquiry			
Gathering information on services such as prices and inclusions	5	5	5
General enquiry about your account, other than billing	6	6	6
Billing enquiry / billing issue	7	7	7

Charges for other services from your telco	8	8	8
Recharging issue	9	9	9
Change, renew or buy a new plan (or data pack/top-up)	10	10	10
Amending personal or contact details like changing address or providing a phone number or email	11	11	11
Cancellation / to switch to another provider	12	12	12
Other			
Issue with hotspot	13	13	13
New handset or equipment	15	15	15
Roaming, usage overseas	16	16	16
International calls (without roaming)	17	17	17
Internet speeds	19	19	19
Interruptions or drop-outs to your service	20	20	20
Other (specify)	96	96	96
Refused	98	98	98
Don't know / can't say	99	99	99

ASK ALL WHO MADE A COMPLAINT (CODES 1 OR 3 AT PO2)

PC3. How did you first contact your telco to make your most recent complaint?

DO NOT READ OUT

PROGRAMMER: IF ONLY ONE MEANS OF CONTACT AT PO3, 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 PO2)

PC4. And how long did it take to resolve your most recent complaint, from the first time you contacted your telco until your 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 PC6
Within 2 working days	2	GO TO PC6
Within 3 working days	3	GO TO PC6
Between 4 working days and one week	4	GO TO PC6
Between one week and 3 weeks	5	GO TO PC6
More than 3 weeks	6	GO TO PC6
Or is it is not currently resolved	97	CONTINUE
Refused (DO NOT READ OUT)	98	GO TO PC6
Don't know / can't say (DO NOT READ OUT)	99	GO TO PC6

ASK IF COMPLAINT NOT RESOLVED (CODE 97 AT PC4)

PC5. When did you 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 AT PC4)

PC6. Overall, how satisfied or dissatisfied were you with how that complaint was handled by the telco? Would you say you were:

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 4-5 AT PC6)

PC7. 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

SECTION 6 – CONTACT **FOR ENQUIRIES** (N)

ASK ALL WHO CONTACTED TELCO FOR **ENQUIRY (CODES 2 OR 3 AT PO2),
OTHERS GO TO CHANGES TO PLANS **OR** PROVIDER SECTION (PW1)**

Earlier you mentioned that you contacted your telco in the last 6 months about your mobile 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 CONTACTED ABOUT AT PO2a

PN1. For which particular mobile service did your most recently contact your telco for in that case? Was it specific to your mobile phone service, your mobile broadband data service or both?

SR

Mobile phone service	1
Mobile broadband data service	2
Both – 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 PO2)

PN2. What did you most recently contact your telco for about in that case?

DO NOT READ BUT CLARIFY BASED ON LIST.

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

SR

	General	Mobile phone	Mobile broadband data
Installation / set-up			
Activating your service for the first time	1	1	1
Issues with porting over mobile number from your previous telco	2	2	2
Time taken for mobile number to port over	3	3	3
Information / account or billing enquiry			
Gathering information on services such as prices and inclusions	5	5	5
General enquiry about your account, other than billing	6	6	6
Billing enquiry / billing issue	7	7	7
Charges for other services from your telco	8	8	8
Recharging issue	9	9	9
Change, renew or buy a new plan (or data pack/top-up)	10	10	10
Amending personal or contact details like changing address or providing a phone number or email	11	11	11
Cancellation / to switch to another provider	12	12	12
Other			
Issue with hotspot	13	13	13
New handset or equipment	15	15	15
Roaming, usage overseas	16	16	16
International calls (without roaming)	17	17	17
Internet speeds	19	19	19
Interruptions or drop-outs to your service	20	20	20
Other (specify)	96	96	96
Refused	98	98	98
Don't know / can't say	99	99	99

ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT PO2)

PN3. How did you first contact your telco for this?

DO NOT READ OUT

PROGRAMMER: IF ONLY ONE MEANS OF CONTACT AT PO3, 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 PO2)

PN4. Overall, how satisfied or dissatisfied were you with how your query was handled by your telco? Would you say you were:

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 PN4)**PN5.** Why do you say that? Which other reasons? Any other reasons?

DO NOT READ

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

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 own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><<mobile phone– IF ONLY PS2a A CODE 1>><<mobile broadband data– IF ONLY PS2c A CODE 1>> **services**.

ASK IF OWN MOBILE PHONE (CODE 1 AT PS2a)

PW1a. How long have you been with your current telco provider for your mobile phone service?

READ OUT. MR

ASK IF OWN MOBILE BROADBAND DATA SERVICE (CODE 1 AT PS2c)

PW1b. And how long have you been with your current telco provider for your mobile broadband data service?

READ OUT. MR

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

ASK ALL

PW2. Have you 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.

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 PW2)

PW3. Have you 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 families or friends etc.

SR

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

ASK IF ACTIVELY CONSIDERED BUT NOT CHANGED (CODE 1 AT PW3)

PW4. Can you tell us why you did not change plan with your current telco provider or change telco provider after actively considering it? Which other reasons? Any other reasons?

PROBE FULLY

DO NOT READ OUT

MR

You couldn’t save money/it wasn’t any cheaper	1
It was too confusing	2
It was too much time and/or effort	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	7
You were not able to take your phone number with you	8
Other (specify)	96
No particular reason	97
Refused	98
Don’t know / can’t say	99

SECTION 8 - SATISFACTION (F)

ASK ALL

PF1. I'd now like you to tell me how satisfied you are with each of the following aspects of your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><< mobile phone– IF ONLY PS2a A CODE 1>><< mobile broadband data– IF ONLY PS2c A CODE 1>> **services.**

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 are you 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)
The reliability of the voice service (including coverage) [IF OWN MOBILE PHONE AT PS2a]	1	2	3	4	5	97	98	99
The reliability of the mobile phone data service [IF OWN MOBILE PHONE AT PS2a]	1	2	3	4	5	97	98	99
The reliability of the mobile broadband data service – [IF OWN MOBILE BROADBAND DATA DEVICE AT PS2c]	1	2	3	4	5	97	98	99
The monthly cost of your mobile phone service [IF OWN MOBILE PHONE AT PS2a]	1	2	3	4	5	97	98	99

The monthly cost of your mobile broadband data service [IF OWN MOBILE BROADBAND DATA DEVICE AT PS2c]	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 ALL

PP4. I am now going to ask a series of statements related to the way you use your own <<mobile phone and mobile broadband data – IF BOTH PS2a AND PS2c A CODE 1>><<mobile phone– IF ONLY PS2a A CODE 1>><<mobile broadband data– IF ONLY PS2c A CODE 1>> **services** and share data online **with various organisations**, not just your telco. 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 you.....

READ OUT SCALE. SR

REPEAT FOR EACH STATEMENT. REPEAT SCALE AS NECESSARY.

ROTATE 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 are aware of what happens to your personal information after you share it online	1	2	3	4	5	98	99
You are concerned about sharing your personal information online	1	2	3	4	5	98	99
You are concerned about the ability for your device's location to be shared	1	2	3	4	5	98	99
You are concerned that data you have provided online will be shared by the organisation you gave it to	1	2	3	4	5	98	99
You are concerned about your mobile phone listening to your conversations [IF OWN MOBILE PHONE AT PS2a]	1	2	3	4	5	98	99

ADDITIONAL TELCOGRAPHICS (S)

ASK ALL

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

PS1. Thinking about the household where you currently live. Which of the following services are supplied to or used in your household regardless of whether you are the decision maker?

READ OUT.

MR

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

PROGRAMMER: IF PS2c IS A CODE 1 DO NOT SHOW CODE 4 BUT AUTOCODE BELOW.

Home phone, with handset plugged in and working	1
Home phone connected (with or without handset) but not used	2
Home internet (e.g. fixed line or NBN)	3
Mobile broadband (using data-only SIM card, dongle, or other connections like a data card, USB modem, portable Wi-Fi modem). IF NECESSARY: 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 these (i.e. mobile phone is your only device)	6
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK IF NO VOICE OR INTERNET IN HOUSEHOLD (CODE 6 AT PS1)

PS1a. Can I just double check, is there a router/modem in your house that supplies wi-fi or a home phone that you can use?

DO NOT READ OUT.

SR

INTERVIEWER: IF ANSWER THAT THEY DO HAVE HOME PHONE OR HOME INTERNET ACCESS GO BACK AND RE-CODE PS1.

Yes	1	GO BACK AND RE-ASK PS1
No	2	CONTINUE
Refused	98	CONTINUE
Don't know	99	CONTINUE

Mobile only for data (no home internet)

PS1. CODE 1, 2, 4, 5

Mobile only for voice (no home phone)

PS1. CODE 2, 3, 4, 5

Not mobile only (have home phone, have home internet)

PS1. CODE 1 and 3

Mobile only for voice and data (no home phone or internet)

PS1. CODE 6 (and 4 or 5)

ADDITIONAL DEMOGRAPHICS (D)

ASK ALL

PD6a. Including yourself, how many people aged 18 years or over live in your household?

DO NOT READ OUT.

SR

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

ASK ALL

PD6b. 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
Don't know	99

ASK ALL

PD8. 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 ask a question which may be sensitive. If you do not wish to answer please let me know.

PD10. 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 PD10

PD10a. 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 PD10

PD10b. 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 (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	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

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. ACMA's website is www.acma.gov.au.

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

Thank you very much for your time.