

2022 ACMA annual consumer survey questionnaire

GENERAL PROGRAMMING NOTES

- The 2021 ACMA Consumer Survey – project number 2628 – to be used as a base.
- All programmer notes are in UPPERCASE text.
- All question text in **BLUE** is CATI only and in **ORANGE** is web only. Text in **BLACK** is for both.

INTRO <36 SECONDS>

*(ALL)

ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR M5 AND O8.

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

*(LIFE IN AUSTRALIA™ SAMPLE)

ACMA

The survey will take around 15-20 minutes to complete, and you'll receive a \$10 reward for completing it.

This survey is on behalf of the Australian Communications and Media Authority (ACMA). The ACMA is an independent Commonwealth statutory authority, regulating communication and media services in Australia.

Some response options in this survey have additional text to assist understanding. To view this text hover your mouse pointer over words that have a dotted underline.

*(ALL) <10 SECONDS>

QA5

Which state or territory do you live in?

(SINGLE RESPONSE)

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
99. (Refused) / Prefer not to say

*(ALL) <18 SECONDS>

QA6 (old Z8 in Survey 1)

What is your current residential postcode?

Please type in your response and select from the list.

*(INTERVIEWER NOTE: ENTER POSTCODE)

1. (OPEN-END TEXT BOX. ALLOW 4 DIGITS. DROP-DOWN LIST FOR ONLINE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QA6=98 OR 99, DON'T KNOW OR REFUSED POSTCODE) <12 SECONDS>

QA7

Do you live within or outside your state's capital city?

(SINGLE RESPONSE)

1. Within capital city
2. Outside capital city
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(RAUS_INVITE=0, NOT INVITED TO REL AUS 2787 SURVEY)

EMPLOY1 Which one of the following best describes your current employment status?

1. Self-employed
2. Employed
3. Employed casually
4. Unemployed
5. Engaged in home duties
6. A student
7. Retired
8. Unable to work (for example, due to a disability)
9. A carer (for example, for a family member or friend)
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY1=1,2,3 SELF-EMPLOYED, WORKING FOR EMPLOYER OR CASUAL AND NOT INVITED TO REL AUS)

EMPLOY2 How many hours a week do you work?

1. 35 or more hours
2. Less than 35 hours
98. (Don't know) / Not sure

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99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY1 UNEMPLOYED AND NOT INVITED TO REL AUS)
EMPLOY3 Are you currently looking for work?

1. Yes, looking for work
2. No, not looking for work

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY3=1, LOOKING FOR WORK AND NOT INVITED TO REL AUS)

EMPLOY4 How long have you been looking for work?

1. 12 months or less
2. More than 12 months

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY3=1, LOOKING FOR WORK AND NOT INVITED TO REL AUS)

EMPLOY6 Are you looking for full time or part time work?

1. Full time
2. Part time

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY1=1,2,3 SELF-EMPLOYED, WORKING FOR EMPLOYER OR CASUAL AND NOT INVITED TO REL AUS)

EMPLOY5 Do either of the following apply to you in your current employment situation?

MULTIPLE RESPONSE

1. I am working more than one job
2. I am working less hours than I want
3. Neither of these apply to me (EXCLUSIVE)

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(RAUS_INVITE=0 AND EMPLOY1=6, STUDENT AND NOT INVITED TO REL AUS)

EMPLOY7 Are you in employment (as well as studying)?

1. Yes
2. No

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE A / D – Use of services and devices

*(ALL) <35 SECONDS>

QA1 (Old A1 in Survey 1)

We'd now like to ask you some questions about the types of communication services you currently use.

In the **past 6 months**, which of the following communication services have you **used for personal purposes**?

This includes sending, making and / or receiving calls and messages.

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 4 PUBLIC PAYPHONE FIRST; DISPLAY CODE 1, 2 AND 13 TOGETHER; 3 AND 14 TOGETHER; 11, 12, AND 10 TOGETHER) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH).

4. Public payphone
1. Call from a landline (home) telephone
2. Call from a mobile phone
13. Call from a tablet, computer or other internet enabled device
3. Text (SMS) from a mobile phone
14. Text (SMS) from a tablet, computer or other internet enabled device
11. Use an app for messages (e.g. Messenger, WhatsApp, Zoom)
12. Use an app for video calls (e.g. Messenger, WhatsApp, Zoom)
10. Use an app for voice calls (e.g. Messenger, WhatsApp, Zoom)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ALL) <14 SECONDS>

QA2 (Old B1 in Survey 1)

Does your household have **internet access** either via the NBN, a fixed or wireless internet service, mobile broadband, satellite or non-NBN cable internet?

IF NECESSARY:

This **includes** making phone calls via voice-only or VoIP (voice over internet protocol) services.

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This **excludes** access to the internet via a mobile phone or tablet with a SIM card using the 4G or 5G mobile network.

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(QA2=1, HAS INTERNET ACCESS)

QA14 (2022 new)

And is your household internet connection via the NBN?

IF NECESSARY / INCLUDE AS POP-OUT BOX FOR NBN:

Most NBN connections require a utility box fixed outside your premises and use an 'NBN connection box' installed inside your premises that connects to your computer router/modem.

NBN internet or phone includes FTTP, FTTN, FTTB, FTTC or HFC. Fixed wireless or satellite can also be on the NBN. ADSL internet is not available on the NBN.

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(ASK ALL) <12 SECONDS>

QA4 (2017 new)

Do you have a television in your home?

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(QA4=1, HAS A TELEVISION AT HOME) <11 SECONDS>

QA11

What type of TV / TVs do you have in your home?

IF NECESSARY TO CLARIFY AT CODE 1 / USE THIS TEXT AS POP OUTS BOXES FOR ONLINE)

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console).

IF NECESSARY TO CLARIFY AT CODE 2 / USE THIS TEXT AS POP OUTS BOXES FOR ONLINE

STANDARD TV: A TV set that can be used to watch programs from broadcasting stations. It does not have an internet connection itself and can only be connected to the internet using a separate device (e.g. Apple TV, a firestick, Chromecast device or games console).

Please select all that apply.

(ROTATE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

*(PROGRAMMER NOTE: DISPLAY DESCRIPTIONS USING HOVER OVER TEXT)

1. Smart TV
2. Standard TV
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ALL) <40 SECONDS>

QD5 (Old B5 in Survey 1)

Which of the following **devices have you used to access the internet** at home or elsewhere in the **past 6 months**, for **personal purposes**?

Please select all that apply.

IF NECESSARY TO CLARIFY AT CODE 9 / USE THIS TEXT AS POP OUTS BOXES FOR ONLINE

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR) (e.g. Foxtel IQ, Fetch box)
11. Digital media player or streaming device (e.g. Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick)
96. Something else (Please specify)
97. None of the above (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY AS CAROUSEL USING STANDARD STATEMENT ONE-BY-ONE DISPLAY)

*(QD5=1 THRU 96, USED DEVICE TO ACCESS INTERNET) <55 SECONDS>

QD6 (Revised B6 in Survey 1)

On average, in the **past 6 months how often** did you use the following devices to access the internet for **personal purposes**?

(STATEMENTS) (ROTATE)

(ONLY SHOW STATEMENTS SELECTED AT QD5)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. an iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR), (e.g. Foxtel IQ, Fetch)
11. Digital media player or streaming device (e.g. Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick)
96. <INSERT QD5 code 96 response> (FIXED)

(RESPONSE FRAME) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL) <34 SECONDS>

QD7 (2017 new)

And do you have any of these other **smart devices, connected to the internet**?

By smart devices we mean appliances and gadgets which can be connected to the internet, either via a fixed internet connection, WiFi or through Bluetooth, but excludes computers, tablets and mobile phones.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ROTATE POSITION OF 1; ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 2 AND 7 TOGETHER; DISPLAY CODE 4, 5, 6 AND 8 TOGETHER; DISPLAY CODE 10 AND 13 TOGETHER; DISPLAY CODE 3, 11 AND 12 TOGETHER) (READ

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OUT AND GET A 'YES' OR 'NO' FOR EACH, UNLESS QR SAYS THEY HAVE NO SMART DEVICES) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)

1. Smart TV
2. Smart fridge
3. Wearable devices (e.g. smart watches, or a FitBit)
4. Smart lighting
5. Security cameras
6. Security system
7. Smart dishwasher
8. Heating or cooling system
10. Voice controlled smart speakers (e.g. Google Home, Amazon Echo or Apple HomePod)
11. GPS tracking tag or device
12. Bluetooth tracking tag or device (e.g. Apple Airtag, Tile)
13. Smart Display (e.g. Google Nest Hub)
96. Something else (please specify)
97. None (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY AS CAROUSEL USING STANDARD STATEMENT ONE-BY-ONE DISPLAY)

*(ALL) <54 SECONDS>

QD8 (Old B7(a))

*(DISPLAY FOR ONLINE) Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

*(DISPLAY FOR CATI) I am now going to read out a range of internet-based activities. Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

(STATEMENTS) (ROTATE) (CODE S TO ALWAYS FOLLOW CODE R)

- a. Sending or receiving email
- e. Selling goods or services online
- f. Buying goods or services online
- i. Listening to audio content online (e.g. internet radio, podcasts, Apple Music or Spotify)
- o. Accessing news and information online
- p. Working online from home
- q. Studying online from home
- r. Telehealth consultation with a doctor, psychologist, or other medical/health professional, via video conferencing, phone or emails
- s. Legal, financial or other professional consultation online (excludes medical)
*[FOLLOW CODE r]
- u. Video conferencing or video calling via an app or web-based service (e.g. Zoom, Skype or MSTeams)

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE M – Contacting Telco provider

(PROGRAMMER NOTE: SHOW INTRO TEXT ON SAME PAGE AS QM6. ALSO INCREASE FONT SIZE IN LINE WITH MODULES A/D AND E)

The next few questions are about contacting your telecommunications service provider ('telco provider'). That's your **mobile phone** or **internet service provider**.

*(ASK IF QA2=1, HAS INTERNET ACCESS)

QM6 (2022 new)

Thinking about your **household internet connection**, who is your **current service provider**?

This excludes any devices that use a SIM card to access the mobile network (4G or 5G) such as mobile phones or tablets. It also excludes 5G home modems.

Please start typing and select your option. If your provider does not appear on the list, type in their name and select 'Next'

(SINGLE RESPONSE) (ALWAYS DISPLAY CODE 96, 98 AND 99 LAST)

(OPEN ENDED RESPONSE WITH TYPE-AHEAD FUNCTIONALITY FOR CODES 1 TO 48, CODES 96-99 SEPARATE)

1. 10Mates
2. Ace
3. Accord
4. Activ8me
5. AGL
6. Aussie Broadband
7. Belong
8. Bendigo Telco
9. Dodo
10. Exetel
11. Flip
12. Foxtel
13. Future Broadband
14. Fuzenet
15. Goodtel

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16. Harbour isp
17. iiNet
18. iPrimus
19. Internode
20. Kogan
21. Launtel
22. Leaptel
23. Lightening broadband
24. Mate.
25. Moose
26. More
27. My Republic
28. MyOwn Tel
29. Optus
30. Origin
31. Pennytel
32. SkyMesh
33. Southern phone
34. Spintel
35. Start
36. StarNet
37. Sumo
38. Superloop
39. Tangerine
40. TasmaNet
41. Telstra
42. Tomi
43. TPG
44. Uniti
45. Vodafone
46. Westnet
96. Other (Please Specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL)

QM7 (2022 new)

Thinking now about your **mobile phone**. Who is your current **mobile phone service provider**, used for personal purposes?

Please start typing and select your option. If your provider does not appear on the list, type in their name and select 'Next'

(ROTATE) (SINGLE RESPONSE) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)

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(OPEN ENDED RESPONSE WITH TYPE-AHEAD FUNCTIONALITY FOR CODES 1 TO 48,
CODES 96-99 SEPARATE)

1. Accord Mobile
2. AGL
3. ALDImobile
4. amaysim
5. Aussie Broadband
6. Belong
7. Bendigo Telco
8. Better Life Mobile
9. Boost Mobile
10. Catch Connect
11. Circles.Life
12. Click Mobile
13. CMobile
14. Coles Mobile
15. Commander
16. Dodo
17. Exetel
18. felix
19. Gomo
20. Goodtel Mobile
21. GoTalk
22. gotravelSIM
23. Harbour ISP
24. Hello Mobile
25. iinet
26. Internode
27. iPrimus
28. Kogan Mobile
29. Lebara
30. Lycamobile
31. Mate Communicate
32. Moose Mobile
33. More Telecom
34. numobile
35. Optus
36. Pennytel
37. Southern Phone
38. SpinTel
39. Tangerine
40. Telechoice
41. Telstra
42. Think Mobile

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- 43. TPG
- 44. Vaya
- 45. Vodafone
- 46. Westnet Mobile
- 47. Woolworths Mobile
- 48. Yomojo
- 96. Other (Please Specify)
- 97. Not applicable / You / I don't have a mobile phone
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(ASK IF QM6 AND QM7 MATCH, SAME PROVIDER FOR MOBILE AND INTERNET PROVIDER. MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM8 (2022 new)

Are your mobile phone and internet services bundled on the same bill?

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(ALL EXCEPT (QA2=2, NO INTERNET ACCESS AND QM7=97 NO MOBILE PHONE PROVIDER))
(PROGRAMMER NOTE: IF SELECTED 'I don't have a mobile phone' (CODE 97) AT M7, AND INDICATED THEY DON'T HAVE A HOME INTERNET PROVIDER (A2=2), SKIP TO SECTION N, AS THEY INDICATED THEY DON'T HAVE A TELCO PROVIDER).

QM1 (2021 new)

In the **past 12 months**, have you contacted your telco provider for any reason?

By 'telco provider' we mean your mobile phone or internet service provider.

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(IF QM1=1, CONTACTED TELCO PROVIDER)

QM2 (2021 new)

Thinking only about your **most recent contact** with your telco provider, was the main reason to make an enquiry or a complaint?

IF NECESSARY TO CLARIFY AT CODE 2 / USE THIS TEXT AS POP OUTS BOXES FOR ONLINE)

Complaint: A complaint is an expression of dissatisfaction made to a service provider in relation to a service or their complaints handling process, where you expect a response or resolution.

(SINGLE RESPONSE)

1. Enquiry
2. Complaint
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(IF QM1=1, CONTACTED TELCO PROVIDER)

QM3 (2021 new)

And thinking only about this (INSERT RESPONSE TO QM2), which of the following best describes the **main reason** for this contact?

(SINGLE RESPONSE) (ROTATE) (IF 98 OR 99 AT QM2 INSERT: most recent contact)
(ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T KNOW) (READ OUT, IF QR SAYS 'YES'
TO ONE OPTION THEN SELECT AND MOVE ON AS IT'S SINGLE RESPONSE)

(PROBE TO CODEFRAME)

1. To change, renew or buy a new plan including data
2. To activate or set up **your** / **my** service or new equipment
3. Service interruption (e.g. drop-outs or outages)
4. Fault or technical issue, including service or equipment
5. Billing enquiry / billing issue
6. General enquiry about **your** / **my** account or service (not billing)
7. An issue with the speed of **your** / **my** internet
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK QM3=5 BILLING ENQUIRY)

QM9 (2022 new)

Was your billing enquiry or billing issue related to asking for advice or help managing the payment of your mobile phone or internet bills due to financial difficulties?

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(IF QM1=1, CONTACTED TELCO PROVIDER)

QM4 (2021 new)

Thinking about your **most recent contact** with your telco provider, how did you contact them?

(SINGLE RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T KNOW')

1. Phone
2. Text message
3. Mail or post
4. In person in a store
5. Email / online form
6. Online chat / webchat
7. Online via social media (e.g. Twitter or Facebook)
8. Telco provider's app
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(IF QM1=1, CONTACTED TELCO PROVIDER)

QM5 (2021 new)

How satisfied or dissatisfied were you with the following aspects of your **most recent contact** with your telco provider?

(STATEMENTS) (ROTATE)

- a. Ease of contacting the telco provider
- b. Customer service you / I received

(RESPONSE FRAME) (SINGLE RESPONSE) (DISPLAY ORDER 1-5 AND 5-1 BASED ON ORDER VARIABLE FOR WEB ONLY)

1. Very dissatisfied
2. Dissatisfied
3. (Neither satisfied nor dissatisfied)
4. Satisfied
5. Very satisfied
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL EXCEPT (QM9=1, HAVEN'T CONTACTED TELCO FOR HELP MANAGING BILLS DUE TO FINANCIAL DIFFICULTIES OR QA2=2, NO INTERNET ACCESS AND QM7=97 NO MOBILE PHONE PROVIDER)

QM10 (2022 new)

Did you **know** you can contact your telco provider to ask for advice or help managing the payment of your mobile phone or internet bills due to financial difficulties?

(SINGLE RESPONSE)

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1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM10=1 KNEW YOU COULD CONTACT TELCO FOR HELP MANAGING BILLS OR QM9=1 DID CONTACT FOR SUPPORT)

QM11 (2022 new)

How did you find out you can contact your telco provider for advice or help managing the payment of your mobile phone or internet bills due to financial difficulties?

Please select all that apply. MULTIPLE RESPONSE

(MULTIPLE RESPONSE) (RANDOMISE EXCEPT FOR 96, 98, 99)

1. Word of mouth (e.g. family and friends)
2. It's written on *your / my* bill
3. *You / I* saw it on *your / my* provider's website or in an email
4. *You / I* heard about it in the general media
5. *You / I* heard it whilst on hold in the pre-recorded message
6. It's written in *your / my* contract with *your / my* telco provider
7. *Your / my* telco provider told *you / me* over the phone
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM1=1-99 - WAS ASKED QM1, AND QM9 IS NOT 1, MOST RECENT CONTACT WAS NOT FOR HELP MANAGING BILLS DUE TO FINANCIAL DIFFICULTIES. INCLUDE RESPONDENTS WHO WERE NOT ASKED M9 BUT WERE ASKED M1)

QM12 (2022 new)

And have you, or someone else on your behalf, contacted your telco provider in the past 12 months to ask for advice or help managing your mobile phone or internet bills due to financial difficulties?

(SINGLE RESPONSE)

1. Yes, *you / I* contacted them
2. Yes, someone else contacted them on *your / my* behalf
3. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM9=1 OR QM12=1, 2, WHO CONTACTED TELCO FOR HELP MANAGING BILLS, AND (QM6= 1 THRU 96 OR 98 INTERNET PROVIDER AND QM7=1 THRU 96 HAVE MOBILE PHONE PLAN))

QM13 (2022 new)

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Thinking about your most recent contact asking for advice or help managing your mobile phone or internet bills, which service was it related to?

(SINGLE RESPONSE)

1. Mobile plan
2. Internet plan
3. Both plans (that is, bundled mobile and internet)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM9=1 OR QM12=1, 2, WHO CONTACTED TELCO FOR HELP MANAGING BILLS)
QM14 (2022 new)

(DISPLAY IF QM12=1, 2) What was the outcome of this contact?

(DISPLAY IF QM9=1 BILLING ENQUIRY FOR HELP MANAGING BILLS) You mentioned earlier that you (or someone else) contacted your telco provider for advice or help managing your bills. What was the outcome of this contact?

Select all that apply. MULTIPLE RESPONSE.

(ROTATE 1 THRU 13) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96, 98 AND 99 LAST)

1. Payment deadline was extended
2. Changed your / my plan
3. Temporarily stopped or cancelled your / my service
4. They applied spending controls to your / my service to limit your / my use
5. A payment plan was created
6. Payment was waived or reduced
7. Gave you / me advice about managing your / my usage and payments
8. Referred you / me to a debt collection service to recover missed payments
9. Advised you / me of supports available through government or non-profit organisations
10. Threatened to disconnect or terminate your / my service
11. Your / my issue is ongoing
12. The process was too demanding, so you / I stopped
13. Your / my request for assistance to manage your / my bills was rejected [EXCLUSIVE]
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM12 = 1 OR 2, OR QM9=1 WHO CONTACTED TELCO FOR HELP MANAGING BILLS)
QM15 (2022 new)

How satisfied or dissatisfied were you with the following aspects of your contact with your telco provider?

(STATEMENTS) (ROTATE)

- a. Customer service you received
- b. Outcome

(RESPONSE FRAME) (SINGLE RESPONSE) (DISPLAY ORDER 1-5 AND 5-1 BASED ON ORDER VARIABLE FOR WEB ONLY)

- 1. Very dissatisfied
- 2. Dissatisfied
- 3. (Neither satisfied nor dissatisfied)
- 4. Satisfied
- 5. Very satisfied
- 6. Not sure because someone else contacted **your / my** telco provider on **your / my** behalf
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(ASK IF QM15a OR QM15b=1 OR 2, DISSATISFIED WITH CUSTOMER SERVICE OR OUTCOME TO SOME EXTENT)

QM16 (2022 new)

What were the main reasons for this rating?

- 1. [OPEN ENDED RESPONSE]
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(ASK IF QM7=1 THRU 96, NOT 97, HAVE A MOBILE PHONE SERVICE PROVIDER AND (QM8=2, NOT BUNDLED PLAN OR WAS NOT ASKED QM8))

QM17 (2022 new)

The next question is about your **mobile phone service** and **your bills**.

In the **past 12 months**, which, if any of the following has occurred?

Please select all that apply.

- 1. **Your / my** mobile phone provider disconnected **your / my** service, or threatened to disconnect **your / my** service
- 2. Had a direct debit payment fail for **your / my** mobile phone due to financial difficulties
- 3. Had to pay a mobile phone bill late to manage **your / my** cashflow or other bills
- 4. Limited **your / my** mobile phone use to be able to afford the bill (e.g. used WiFi instead of **your / my** mobile phone data)
- 5. Used a payday lending service to pay for **your / my** mobile phone bill
- 6. Borrowed or received money from family or friends to pay for **your / my** mobile phone bill

OFFICIAL

7. Asked for help from welfare or community organisations to pay for **your / my** mobile phone bill
8. Moved to less expensive plan

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QA2=1 HAS INTERNET ACCESS AND (QM8=2, NOT BUNDLED PLAN OR WAS NOT ASKED QM8))

QM18 (2022 new)

The next question is about your **household internet** service and **your bills**.

This excludes SIM card access via the 4G or 5G mobile network.
In the **past 12 months**, which, if any, of the following has occurred?

Please select all that apply.

- a. **Your / My** internet phone provider disconnected **your / my** service, or threatened to disconnect **your / my** service
- b. Had a direct debit payment fail for **your / my** internet phone due to financial difficulties
- c. Had to pay an internet bill late to manage **your / my** cashflow or other bills
- d. Limited **your / my** internet use to be able to afford the bill
- e. Used a payday lending service to pay for **your / my** internet bill
- f. Borrowed or received money from family or friends to pay for **your / my** internet bill
- g. Asked for help from welfare or community organisations to pay for **your / my** internet bill

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK IF QM8=1, ON A BUNDLED PLAN)

QM19 (2022 new)

The next question is about your **mobile phone** and **internet service** and **your bills**.

In the **past 12 months**, which, if any, of the following has occurred?

Please select all that apply.

OFFICIAL

- a. Your / My provider disconnected your / my service, or threatened to disconnect your / my service
- b. Had a direct debit payment fail due to financial difficulties
- c. Had to pay a bill late to manage your / my cashflow or other bills
- d. Limited your / my service use to be able to afford the bill
- e. Used a payday lending service to pay for your / my bill
- f. Borrowed or received money from family or friends to pay for your / my bill
- g. Asked for help from welfare or community organisations to pay for your / my bill

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

(*ASK IF QM1=2. NO AND YES TO ANY AT QM19, QM17, QM18)
QM20 (2022 new)

Why haven't you contacted your telco provider in the past 12 months for advice or help. Which of the following best apply?

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T KNOW')

1. You / I didn't need help
2. You / I didn't know how to contact them/contact details were too difficult to find
3. You / I didn't have time/thought it would take too long
4. Your / My telco provider was difficult to contact (e.g. long wait time, multiple transfers)
5. Negative previous experience with telco (e.g. in store or over the phone)
6. Previously contacted provider for help and received no assistance
7. Negative previous experience with **another** provider (e.g. energy/water)
8. You / I didn't think you / I would be eligible for help from your / my provider
9. You were / I was embarrassed to ask for help
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE N – News

(SHOW INTRO TEXT WITH QUESTION)

The next questions are about how you access news.

*(ASK ALL)

QN1 (2022 new)

In the past 7 days, did you access news from any of the following sources?

This includes any factual reporting by journalists or other information on current events at either a local, regional, national or international level.

IF NECESSARY TO CLARIFY AT CODE 8: A News aggregator website or app combines online news content in one location for easy viewing (USE THIS TEXT AS POP OUTS BOXES FOR ONLINE)

Please select all that apply

(ROTATE) (ALWAYS DISPLAY CODE 96 to 99 LAST)

1. Free-to-air TV
2. Free-to-air catch-up or streaming service (e.g. ABC iview, 9Now, 7Plus)
3. Subscription or Pay TV service (e.g. Foxtel)
4. Radio including online streaming
5. Podcast
6. Print newspaper
7. Online news website or app (e.g. news.com.au, 9news.com.au, ABC News, The Guardian)
8. Online news aggregator or app, displaying news from multiple online sources (e.g. Google News, Apple News, MSN News)
9. Online search engine
10. Social media or communication website or app (e.g. YouTube, Facebook, Twitter, WhatsApp)
96. Other (please specify)
97. You / I didn't access any news in the past 7 days
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF SELECTED MORE THAN ONE FROM QN1 CODES 1 THRU 96)

QN2 (2022 new)

And which of these is your main source of news?

(ROTATE) (SINGLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT N1) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T STREAM')

1. Free to air TV
2. Free-to-air catch-up or streaming service (e.g. ABC iview, 9Now, 7Plus)
3. Subscription or Pay TV service (e.g. Foxtel)
4. Radio including online streaming
5. Podcast
6. Print newspaper

OFFICIAL

7. Online news website or app (e.g. news.com.au, 9news.com.au, ABC News, The Guardian)
8. Online news aggregator or app, displaying news from multiple online sources (e.g. Google News, Apple News, MSN News)
9. Online search engine
10. Social media or communication website or app (e.g. YouTube, Facebook, Twitter, WhatsApp)
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF QN1=10 SOCIAL MEDIA IS A SOURCE OF NEWS)

QN3 (2022 new)

Thinking about the news you see on social media or communications websites, does it come from any of the following?

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE)

1. Professionally produced news media (e.g. ABC news, Sydney Morning Herald, theguardian.com.au)
2. Official or reputable sources of information (e.g. WHO, government, police)
3. Celebrities or social media influencers
4. Trusted professionals using their personal account not on behalf of their employer or organisation
5. Family or friends
6. Community or special interest group
7. People you / I don't know
8. Unknown sources
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

MODULE E – Use of websites or apps

*(ASK ALL)

QE2 (2020 new)

The next questions are about websites or apps commonly used for communication and social media.

Which websites or apps have you **used** in the **past 6 months for personal purposes**?

OFFICIAL

IF NECESSARY TO CLARIFY AT APP: An app is an application or program that you can download on to a mobile phone or other device. (USE THIS AS A POP-UP BOX WHEN HOVERING OVER WORD "APP")

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T KNOW/NOT SURE') (GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH) (SHOW ACROSS 2 SCREENS)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
- 7.. Gettr
- 8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. Some other website or app (Please specify)

OFFICIAL

- 97. You / I haven't used websites or apps in the past 6 months (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE2= 1 THRU 35 OR 96 USED WEBSITE OR APP)

QE12 (2022 new)

Which of the following websites or apps, if any, have you **used** in the **past 7 days for personal purposes?**

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE2) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN). (GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

- 1. Clubhouse
- 2. Discord
- 3. Facebook
- 4. Facebook Messenger
- 5. FaceTime
- 6. Gab
- 7.. Gettr
- 8 Google Duo/Meet
- 9. Google Hangouts/Google Chat
- 10. Imgur
- 11. Instagram
- 12. LINE
- 13. LinkedIn
- 14. Microsoft Teams
- 15. Parler
- 16. Pinterest
- 17. Reddit
- 18. Signal
- 19. Skype
- 20. Slack
- 21. Snapchat
- 22. Telegram
- 23. TikTok
- 24. Tumblr
- 25. Twitch
- 26. Twitter
- 27. Viber
- 28. Webex
- 29. WeChat
- 30. Weibo

OFFICIAL

31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. You / I haven't used websites or apps in the past 7 days (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 35 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)

QE13 (2022 new)

And which of the following websites or apps, if any, have you used in **the past 7 days** for personal purposes to **actively engage with a piece of content**?

This includes sharing, commenting, or reacting in other ways to the content, such as clicking on 'like'.

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)

(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
- 7.. Gettr
- 8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
24. Tumblr

OFFICIAL

25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. None / You / I don't actively engage with content online (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 35 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)

QE14 (2022 new)

And which of the following websites or apps, if any, have you used in the **past 7 days** for personal purposes to **post or create a piece of content**?

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)

(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
- 7.. Gettr
8. Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack

OFFICIAL

21. Snapchat
22. Telegram
23. TikTok
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. None / You / I don't actively engage with content online (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 35 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)

QE15 (2022 new)

And which of the following websites or apps, if any, have you used in the **past 7 days** for personal purposes to **access news**?

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)

(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
- 7.. Gettr
8. Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler

OFFICIAL

16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. None / You / I don't access news online (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 35 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)

QE16 (2022 new)

And which of the following websites or apps, if any, have you used in the **past 7 days** for personal purposes to **make voice calls or video calls**?

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)

(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
- 7.. Gettr
8. Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur

OFFICIAL

11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. None / You / I don't use apps to make voice calls or video calls (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 35 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)

QE17 (2022 new)

And which of the following websites or apps, if any, have you used in the **past 7 days** for personal purposes to **send messages**?

This includes to a group or an individual.

Please select all that apply.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)

(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger

5. FaceTime
6. Gab
- 7.. Gettr
- 8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. None / You / I don't use apps to send messages (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

MODULE F – Viewing habits

*(ASK ALL) <58 SECONDS>

QF4 (Old B4 in Survey 2)

We would now like to ask some questions about your viewing preferences.

Which of the following have you personally watched in the **past 7 days** at home or elsewhere?

IF NECESSARY TO CLARIFY AT: CODES 1, OR 3 (USE THIS TEXT AS POP OUTS BOXES FOR ONLINE)

FREE TO AIR services are broadcast television services where the signal is delivered without charge to the viewer (e.g. Channels 7, 9, 10, ABC, SBS or others, e.g. 7mate and 9Go!)

IF NECESSARY TO CLARIFY AT: CODES 5 (USE THIS TEXT AS POP OUTS BOXES FOR ONLINE)

IF NECESSARY TO CLARIFY AT CODE 1: FREE TO AIR CATCH-UP TV AND STREAMING SERVICE allow viewers to stream free-to-air TV either live or after it has been broadcast (on-demand) along with other shows or movies from their catalogue, without charge.(USE THIS TEXT AS POP OUT BOXES FOR FREE TO AIR TV)

(RANDOMISE) (MULTIPLE RESPONSE) (READ OUT) MULTIPLE RESPONSE.

1. Free-to-air TV excluding catch-up TV
2. Pay TV or other subscription TV channels (e.g. Foxtel, Fetch TV)
5. Free-to-air catch-up TV and streaming service (e.g. ABC i-view, 9Now, 7Plus, SBS-on Demand)
7. Paid subscription streaming service (e.g. Netflix, Stan, Binge)
8. Pay-per-view service to rent/buy movie/TV show (e.g. Google Play, Apple TV or OzFlix)
12. User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram Reels)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=1 THRU 12, WATCHED TV OR ONLINE CONTENT IN PAST 7 DAYS) <13 SECONDS>
 QF5 (Old B5 in Survey 2)

In the **past 7 days**, how many **hours** have you spent watching each of the following?

For less than one hour, please specify amount, e.g. 0.25 for 15 minutes, 0.5 for 30 minutes, 0.75 for 45 minutes. Please consider the total number of hours over the past 7 days together.

(RANDOMISE) (CODE I TO ALWAYS FOLLOW CODE F) (READ OUT)

A	Free-to-air TV excluding catch-up TV	Enter hours	Don't know
B	PayTV other subscription TV channels (e.g. Foxtel, Fetch TV)	Enter hours	Don't know
E	Free-to-air catch up TV and streaming service (e.g. ABC i-view, 9Now, 7Plus)	Enter hours	Don't know
G	Paid subscription streaming service (e.g. Netflix, Stan, Binge)	Enter hours	Don't know
H	Pay-per-view video service to rent/buy movie/TV show (e.g. Google Play, Apple TV+ or OzFlix)	Enter hours	Don't know
I	User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram Reels)	Enter hours	Don't know
	Total	(DISPLAY TOTAL)	

*(PROGRAMMER NOTES

OFFICIAL

- ALLOW ONE/TWO DECIMAL NUMBER RESPONSES ONLY WITH THE FOLLOWING STEPS: 0.0, 0.25, 0.5, 0.75
- RANGE 1 TO 168
- ONLY SHOW RESPONSES SELECTED AT QF4
- DISPLAY UNLIKELY RESPONSE PROMPT IF 50 TO 168 HOURS ENTERED
- DISPLAY RUNNING TOTAL

*(ASK ALL) <30 SECONDS>

QF1 (2017 new, instead of B1 and B2 in Survey 2)

The next series of questions are about watching **any** online video content that is streamed or downloaded.

Which of the following **devices**, if any, do you use to watch online video content such as TV shows, news, movies, sport or user-generated content, **at home**?

IF NECESSARY TO CLARIFY AT CODE 5: (USE THIS TEXT AS POP OUT BOXES FOR ONLINE)

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Apple TV box
2. Google Chromecast
3. Telstra TV box
4. Games console (e.g. PlayStation, Xbox or Nintendo)
5. Smart TV
6. Fetch TV box
9. Mobile phone
10. Tablet
12. Desktop computer
13. Laptop computer
14. Foxtel iQ box
15. Amazon Fire TV
16. Nvidia Shield TV
96. Something else (Please specify)
97. You / I don't watch online video content (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(DO NOT ASK IF SELECTED 97 AT QF1 – DOESN'T WATCH ONLINE VIDEO CONTENT) <15 SECONDS>

QF7 (Old B8 in Survey 2)

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Now, thinking about the **past 6 months**, which of the following **online services**, if any, have you used to watch video content?

Please select all that apply

FOR CATI PLEASE INCLUDE THE IF NECESSARY EXAMPLES NEXT TO EACH OF THE CORRESPONDING OPTIONS

IF NECESSARY FOR CODE 32, 7PLUS / INCLUDE AS POP-OUT BOX FOR CODE 32, 7PLUS:
(e.g. 7mate, 7flix, 7TWO, Racing.com, 7FOOD)

IF NECESSARY FOR CODE 33, 9NOW / INCLUDE AS POP-OUT BOX FOR CODE 33, 9NOW:
(e.g. 9Gem, 9Go, 9Life, NBN Television, 9Rush)

IF NECESSARY FOR CODE 34, 10 PLAY / INCLUDE AS POP-OUT BOX FOR CODE 34, 10 PLAY:
(e.g. 10Bold, 10Peach, 10Shake, TVSN, Spree TV)

IF NECESSARY FOR CODE 35, ABC IVIEW / INCLUDE AS POP-OUT BOX FOR CODE 35, ABC IVIEW:
(e.g. ABC Kids, ABC Me, ABC Comedy, ABC News)

IF NECESSARY FOR CODE 36, SBS ON DEMAND / INCLUDE AS POP-OUT BOX FOR CODE 36, SBS ON DEMAND:
(e.g. SBS Viceland, SBS Food, NITV)

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T KNOW') (DISPLAY CODE 14 ABOVE 1, 23 ABOVE 24) (KEEP CODES 32 TO 36 TOGETHER) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH). (SPLIT ACROSS 2 SCREENS)

1. Telstra TV Box Office
4. Foxtel Now or Foxtel Go
5. Google Play Movies and TV
7. Netflix
10. Stan
11. YouTube
13. Optus Sport (which used to be called Optus TV)
15. Apple TV+
16. Amazon Prime Video
17. Kayo
18. Disney+
19. Facebook
20. TikTok
21. Binge
23. Fetch TV
25. Instagram Reels
27. Paramount+

28. Flash
29. Twitch
30. Twitter
31. Vimeo
32. 7plus (free-to-air catch up TV and streaming service)
33. 9Now (free-to-air catch up TV and streaming service)
34. 10 play (free-to-air catch up TV and streaming service)
35. ABC i-view (free-to-air catch up TV and streaming service)
36. SBS on Demand (free-to-air catch up TV and streaming service)
96. Some other online video service (Please specify)
97. You / I don't watch online video content (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF7=1 THRU 96, USED ONLINE SERVICE TO STREAM IN PAST 6 MONTHS) <15 SECONDS>
QF8 (Old B9 in Survey 2)

Which of the following **online services**, if any, have you used to watch video content in the **past 7 days**?

Please select all that apply.

IF NECESSARY FOR CODE 32, 7PLUS / INCLUDE AS POP-OUT BOX FOR CODE 32, 7PLUS:
(e.g. 7mate, 7flix, 7TWO, Racing.com, 7FOOD)

IF NECESSARY FOR CODE 33, 9NOW / INCLUDE AS POP-OUT BOX FOR CODE 33, 9NOW:
(e.g. 9Gem, 9Go, 9Life, NBN Television, 9Rush)

IF NECESSARY FOR CODE 34, 10 PLAY / INCLUDE AS POP-OUT BOX FOR CODE 34, 10
PLAY:
(e.g. 10Bold, 10Peach, 10Shake, TVSN, Spree TV)

IF NECESSARY FOR CODE 35, ABC IVIEW / INCLUDE AS POP-OUT BOX FOR CODE 35,
ABC IVIEW:
(e.g. ABC Kids, ABC Me, ABC Comedy, ABC News)

IF NECESSARY FOR CODE 36, SBS ON DEMAND / INCLUDE AS POP-OUT BOX FOR CODE
36, SBS ON DEMAND:
(e.g. SBS Viceland, SBS Food, NITV)

(ROTATE) (MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QF7) (READ
OUT AND GET A 'YES' OR 'NO' FOR EACH) (SPLIT ACROSS 2 SCREENS IF MORE THAN 20
SERVICES SHOWN)

1. Telstra TV Box Office
4. Foxtel Now or Foxtel Go
5. Google Play Movies and TV
7. Netflix

10. Stan
11. YouTube
13. Optus Sport (which used to be called Optus TV)
15. Apple TV+
16. Amazon Prime Video
17. Kayo
18. Disney+
19. Facebook
20. TikTok
21. Binge
23. Fetch TV
25. Instagram Reels
27. Paramount
28. Flash
29. Twitch
30. Twitter
31. Vimeo
32. 7plus (free-to-air catch up TV and streaming service)
33. 9Now (free-to-air catch up TV and streaming service)
34. 10 play (free-to-air catch up TV and streaming service)
35. ABC i-view (free-to-air catch up TV and streaming service)
36. SBS on Demand (free-to-air catch up TV and streaming service)
96. <INSERT QF7 CODE 96 RESPONSE>
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

MODULE H – Radio and listening habits

NEW (to replace H1/H2)

*(ASK ALL)

QH12 (2022 new)

Now some questions about radio and online listening

(STATEMENTS)

- a. Do you have a radio at home?
- b. Do you have a digital radio (DAB+) at home?

IF NECESSARY TO CLARIFY FOR DIGITAL RADIO: (USE THIS TEXT AS POP OUT BOXES FOR ONLINE)

Digital radio: Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QH12a =1 or QH12b =1, HAS RADIO OR DIGITAL RADIO (DAB+) AT HOME)

QH13 (2022 new)

Can your < radio / digital radio (DAB+) > operate using battery power?

This includes powering the radio using individual batteries or an internal rechargeable battery when the radio is not plugged into a power source. This excludes your car.

(SHOW QH13A IF QH12A =1, SHOW QH13B IF QH12B =1)

- a. Radio
- b. Digital radio (DAB+)

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL)

QH14 (2022 new)

Which of the following options are available **in your car** to listen to audio content (regardless of whether you use it)?

Please select all that apply.

(MULTIPLE CHOICE) (CODE 7 IS EXCLUSIVE) **READ OUT AND GET A 'YES' OR 'NO' FOR EACH. IF THEY SAY THEY DON'T HAVE A CAR, NO NEED TO READ OUT, OTHERWISE READ OUT AND GET A YES, NO FOR EACH.**

1. AM radio built into the car audio system
2. FM radio built into the car audio system
3. Digital radio (DAB+) built into the car audio system
4. A mobile device such as a phone or tablet connected to the car via cable or Bluetooth or another speaker

OFFICIAL

5. An app built into the car (e.g. Apple Car Play) connected to the internet via an external internet enabled device (e.g. internet through a mobile phone)
6. An app built into the car connected to the car's own internet connection (e.g. Apple Music or Spotify played **without** a mobile internet device)
7. You / I don't have a car (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH14 =1 THRU 6)
QH15 (2022 new)

Which have you used to listen to audio content **in your car** in the **past 6 months**?

Please select all that apply.

(MULTIPLE CHOICE) (KEEP CODES 97, 98, 99 AT BOTTOM) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. AM radio built into the car audio system
2. FM radio built into the car audio system
3. Digital radio (DAB+)
4. A mobile device such as a phone or tablet connected to the car via cable or Bluetooth or another speaker
5. An app built into the car (e.g. Apple Car Play, Android Auto) connected to the internet via an external internet enabled device (e.g. internet through a mobile phone)
6. An app built into the car connected to the car's own internet connection (e.g. Apple Music or Spotify played **without** a mobile internet device)
97. None of the above (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ALL)

QH8 (Old C4 in Survey 2) <25 SECONDS>

Which of the following have you **personally** listened to in the **past 6 months**?

This includes all listening at home, in a car or somewhere else on any device.

IF NECESSARY (USE THIS AS POP OUT BOX FOR CODE 3 OVER 'DIGITAL RADIO (DAB+)' FOR ONLINE): Digital radio is broadcast free-to-air (like AM/FM radio) but uses a digital signal requiring a DAB+ digital radio enabled device. It does not include listening to the radio on the internet or podcasts.

Please select all that apply.

(MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH) NO NEED TO READ OUT ANY THAT ARE AUTOCODED

OFFICIAL

1. AM radio
2. FM radio
3. Digital radio (DAB)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)
6. Podcasts (at least one)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH8=1 THRU 6, LISTENED TO IN PAST 6 MONTHS) <25 SECONDS>

QH3 (Old C5 in Survey 2)

Which of the following have you listened to in the **past 7 days**?

This includes all listening at home, in a car or somewhere else on any device.

Please select all that apply.

(ONLY SHOW CODES SELECTED AT QH8) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. AM radio
2. FM radio
3. Digital radio (DAB+)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)
6. Podcasts (at least one)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH3=1 THRU 6, LISTENED TO IN PAST 6 MONTHS) <25 SECONDS>

QH16 (2022 new)

Where have you listened to each of the following in the **past 7 days**?

Please select all that apply.

(ONLY SHOW CODES SELECTED AT QH3) (MULTIPLE RESPONSE) (READ OUT)

1. AM radio
2. FM radio
3. Digital radio (DAB+)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)

6. Podcasts (at least one)

(RESPONSE FRAME) (MULTIPLE REPOSE) (READ OUT)

- 1. At home
- 2. In the car or another vehicle (including public transport)
- 3. Elsewhere
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(QH3=1 THRU 6, LISTENED TO IN PAST 7 DAYS) <26 SECONDS>

QH4 (Old C6 in Survey 2)

And **how many hours** have you spent listening to each of the following in the **past 7 days**?

For less than one hour, please specify amount, e.g. 0.25 for 15 minutes, 0.5 for 30 minutes, 0.75 for 45 minutes. Please consider the total number of hours over the past 7 days together.

(READ OUT)

A	AM radio	Enter time	Don't know
C	FM radio	Enter hours	Don't know
E	Digital radio (DAB+)	Enter time	Don't know
G	Radio via the internet or an app (excluding podcasts)	Enter hours	Don't know
H	Online music streaming services (e.g. Spotify or Apple Music)	Enter hours	Don't know
I	Podcasts (at least one)	Enter hours	Don't know
	Total	(DISPLAY TOTAL)	

*PROGRAMMER NOTES

- ALLOW ONE/TWO DECIMAL NUMBER RESPONSES ONLY with the following steps:
0.0, 0.25, 0.5, 0.75
- RANGE 0.0 TO 168
- SHOW A IF QH3=1
- SHOW C IF QH3=2
- SHOW E IF QH3=3
- SHOW G IF QH3=4
- SHOW H IF QH3=5
- SHOW I IF QH3=6
- DISPLAY UNLIKELY RESPONSE PROMPT IF 50 TO 168 HOURS ENTERED
- DISPLAY RUNNING TOTAL

*(ALL) <16 SECONDS>

QH5 (Old C9 in Survey 2) (2022 new – a) Podcasts)

In the **past 7 days**, which of the following online services (or apps) have you listened to for the following?

(STATEMENTS) (ROTATE)

- a) **Music**
- b) **Podcasts or other audio programs (not music)**

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T STREAM') (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

- 1. Apple Music
- 10. Spotify
- 15. ABC listen
- 16. TuneIn
- 17. YouTube Music
- 18. Amazon Music
- 19. SoundCloud
- 20. Tidal
- 96. Some other service (Please specify)
- 97. You / I don't listen to <INSERT 'music online using services or apps' OR 'podcasts or other non-music audio programs'> (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF QH8=1, 2, or 3 LISTEN TO AM, FM, DAB+ RADIO IN PAST 6 MONTHS)

QH17 (2022 new)

In the **past 6 months**, have you listened to a community radio service on AM, FM or digital radio (DAB+)?

A community radio service is a not-for-profit broadcast available free-to-air on AM/FM radio, and some are also available as digital radio stations. It is broadcast to a specific geographical area and features program content relevant to the local community. Some community radio services represent specific community interests such as religion or the Indigenous community.

(POP UP WITH EXAMPLES OF STATIONS BY LOCATION – REFER FILE IN QUESTIONNAIRE FOLDER. Only display available stations in each postcode (and not including surrounding postcode data). Cap the list to a maximum of 10, noting the stations with greatest coverage should be shown first.)

Here are some examples of community radio stations in your location:

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

MODULE L – Recognition of compliance markers

*(ONLINE ONLY)

QL1 (2021 new)

We'd now like to ask about the Regulatory Compliance Mark (RCM).

This symbol is displayed on a range of devices and shows that a product is safe to supply to the Australian market.

Products include telecommunication and radio communication devices (e.g. TV's, mobile phones, cable plugs and sockets).



Which of the following statements best describes you?

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes, I've seen this symbol and know what it is for
2. Yes, I've seen it but didn't know what it was
3. No, I've never noticed it
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE K – Gambling

*(ASK ALL)

QK1 (32 sec)

The following questions are about a range of online gambling activities.

Please indicate which, if any, of the following **online** gambling activities you have undertaken in the **past 6 months**.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'NONE')
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Lottery (e.g. Oz Lotto or Powerball)
2. Lottoland or a similar service betting on results of the financial market indices
3. Pokies/slots
4. Sports betting (e.g. betting on football) **excluding** horse or dog racing or e-sports
5. Betting on fantasy sports
6. Betting on racing (e.g. horse, harness or dog races)
7. Poker
8. Casino style table games (excluding poker)
9. Betting on e-sports
10. Instant scratch tickets purchased online
11. Betting on non-sporting events (e.g. elections, TV shows or award ceremonies)
96. Other (Please specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QK1=4, 5, 6, 9, PARTICIPATED IN SPORTS-RELATED GAMBLING ACTIVITY ONLINE IN PAST 6 MONTHS)

QK5 (2021 new)

Did you make any in-play bets during any of your sports-related online gambling activities in the **past 6 months**? That is placing bets online after the event has started.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QK1=1 THRU 96 GAMBLING ACTIVITY OR 98 DON'T KNOW)

QK6 (2021 new)

In the **past 6 months**, have you used any offshore betting sites or apps? Offshore in this case means an operator based outside of Australia.

The use of offshore gambling sites and apps is not illegal. Please note this survey is anonymous and your responses are valuable.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes, you've / I've used an offshore betting site
2. No, you / I haven't used an offshore betting site
3. You're / I'm not sure where the website or app I used was based
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QK1=1 THRU 96 GAMBLING ACTIVITY OR 98 DON'T KNOW)

QK7

On average, how often do you **currently** gamble online?

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Multiple times a day
2. Once a day
3. Several times a week
4. Fortnightly
5. Less often than monthly
6. You / I don't currently gamble
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL)

QK10 (2022 new)

In the **past 6 months**, have you placed a bet via the telephone (e.g. calling up a bookmaker or wagering provider to place a bet)?

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE J – Demographics

And now just a few more questions about yourself.

*(ASK ALL)

QJ2 (Old Z2 in Survey 1)

Now thinking about children aged under 18 living in the household. Are there any children in the following age groups?

(CATI: NO NEED TO READ OUT IF THEY SAY THEY DON'T HAVE ANY CHILDREN UNDER 18)

(STATEMENTS)

- a. Aged 5 and under
- b. Aged 6 to 11
- c. Aged 12 to 14
- d. Aged 15 to 17

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ALL) <25 SECONDS>

QJ5 (Modified Z6 in Survey 1)

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

(SINGLE RESPONSE) (READ OUT) (PROBE)

1. Under \$20,000
2. \$20,000 - \$39,999
3. \$40,000 - \$59,999

- 4. \$60,000 - \$79,999
- 5. \$80,000 - \$99,999
- 6. \$100,000 - \$149,999
- 7. \$150,000 or more
- 8. Nil income
- 9. Negative income
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say