

Ofcom Use of communication services, Consumer Omnibus 2020 Questionnaire

PLEASE NOTE:

- ALL PROMPTED QUESTIONS ARE INVERTED UNLESS SPECIFIED (1\2 SEE LIST 1-10 & OTHER 1\2 SEE LIST 10-1)
- DK\None\Prefer not to say – THESE ARE BUTTONS SO WILL APPEAR AT THE TOP OF THE SCREEN OUT OF THE VIEW OF THE RESPONDENT
- OTHER\ DK\None\Prefer not to say – THESE WON'T HAVE CODE NUMBERS JUST YET, THE SCRIPTERS ASSIGN THESE AS HIGH CODES 96,97,98,99 WHICH ARE STANDARD FOR US
- EACH QUESTION IS SCRIPTED WITH ITS FILTER ABOVE
- [] MEANS BOLD OR UNDERLINED IN THE SCRIPT
- IF A QUESTION DOESN'T HAVE A MULTI CHOICE TEXT ABOVE IT, IT WILL BE SINGLE CHOICE. INTERVIEWERS DO NOT NEED TO HAVE THIS INSTRUCTION ADDED

OMNIBUS INTERNET QUOTA QUESTION

SHOW SCREEN - MULTI CHOICE

Q.L Which of the following do you currently ever use, if at all? Please choose all that apply

- 1: Internet access at home
- 2: Internet access at work (through workplace network connection)
- 3: Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)
- 4: Internet access on publicly accessible computers (e.g. internet café, library)
- 5: Other type of internet access
- 13: None of these \ Don't access the internet [EXCLUSIVE]

SCRIPTERS: LEFT HAND SIDE JUSTIFY THE WHOLE LINK

F1 = All Adults 16+ in UK

F2 = All who access the internet QUOTA SECTION Q.L\1,2,3,4,5

F3 = All who have devices or services in their household Q1\1-9

F4 = All who have a limiting or impacting condition Q3\1-9

F5 = All broadband decision makers Q7\1,2

F6 = All broadband account holders NEWQ2\1

Fx = All who give permission to ask about issues that impact/ limit daily activities NEWQ1/1

F1 = All Adults 16+ in UK

SHOW SCREEN – MULTI CHOICE

Q.1 Does your [household] have ...

PROBE: Anything else?

SCRIPTERS – DO NOT INVERT

1: A smart\connected TV set that is connected to the internet (a TV set that is connected directly to the internet and not through another device such as a games console, computer or set top box)

2: Any Other TV

3: Any Games console or handheld games player (NOT home computer) (e.g. Wii, PS3, Xbox 360, Xbox One, PS4, Nintendo Switch, Nintendo DS, PS Vita)

4: Personal Computer \ Desktop PC (PC, Mac or other type of home computer)

5: Laptop (e.g. including netbooks)

6: A tablet (e.g. an iPad, Samsung Galaxy Tab or Amazon Kindle Fire)

7: Smart phone (e.g. iPhone, Blackberry, Android, Windows)

8: Any other mobile phone

9: Telephone (landline, i.e. NOT a mobile phone)

None of these FIX AND EXCLUSIVE

Don't know - BUTTON

F2 = All who access the internet QUOTA SECTION Q.L\1,2,3,4,5

SHOW SCREEN – MULTI CHOICE

Q.2 In the last 3 months, have you used the [internet] for...

1: Emails

2: Information - interests (e.g. news, sport, petitions)

3: Information on products

4: Online grocery shopping

5: Other online shopping (not groceries)

6: Online banking\finances

7: Job searching

8: Playing games online

9: Online gaming for money

10: Downloading\streaming music\podcasts

11: Downloading\streaming movies\TV\short videos or clips

12: Online dating

13: Making voice or video calls over the internet (using a VOIP service such as Skype or Facetime)

14: Social networking\blogs\Vlogs

15: To apply for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)

16: To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax, renew a driving licence, passport etc.)

17. Using an online message service (e.g. WhatsApp, Facebook messenger, iMessage)

Other – PEN WRITE IN

None of these FIX AND EXCLUSIVE

Don't know - BUTTON

F1 = All Adults 16+ in UK

SHOW SCREEN – MULTI CHOICE

Q.3 Which of these, if any, impact or limit your daily activities or the work you can do?

Please just read out or choose the letter or letters that apply to you.

SCRIPTERS – DO NOT INVERT

- 1: A: Hearing? Poor hearing, or are deaf
- 2: B: Eyesight? Poor vision, colour blindness, partial sight, or are blind
- 3: C: Mobility? Cannot walk at all/use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty
- 4: D: Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.:
- 5: E: Breathing? Breathlessness or chest pains
- 6: F: Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration
- 7: G: Social behaviour? Conditions associated with the such as autism, attention deficit disorder, Asperger's, etc.
- 8: H: Your mental health? Such as Anxiety, depression, or trauma-related conditions
- 9: I: Other illnesses/ conditions which impact or limit your daily activities or the work you can do
- 10: Nothing – no impairments or conditions impact or limit your daily activities or the work you do –

FIX AND EXCLUSIVE

Prefer not to say – BUTTON

Don't know - BUTTON

F3 = All who have devices or services in their household Q1\1-9

SHOW SCREEN – MULTI CHOICE

Q.4 Can I just check - You mentioned you have the following services\devices in the household. Which, if any, of the following do you [personally] use?

SCRIPTERS DO NOT INVERT.

- 1: Television [SHOW IF Q1\2]
 - 2: Smart TV [SHOW IF Q1\1]
 - 3: Landline [SHOW IF Q1\9]
 - 4: Mobile phone (not smartphone) [SHOW IF Q1\8]
 - 5: Smartphone [SHOW IF Q1\7]
 - 6: Personal computer\Desktop PC (PC, MAC or other type of home computer) [SHOW IF Q1\4]
 - 7: Laptop [SHOW IF Q1\5]
 - 8: Tablet PC (iPad or similar) [SHOW IF Q1\6]
 - 9: Games console or handheld games player [SHOW IF Q1\3]
- None of these FIX AND EXCLUSIVE

Don't know - BUTTON

PREVENTION

F4 = All who have a limiting or impacting condition Q3\1-9

SHOW SCREEN – MULTI CODE

Q.5 You mentioned an illness or condition that limits your daily activities or the work you can do. Does this prevent you from using any of the following services or devices? i.e. you cannot use this service or device at all because of this.

SCRIPTERS – ONLY SHOW CODES 1-9 IF THEY WERE **NOT** SELECTED AT Q1, OR WERE SELECTED AT Q1 **BUT NOT** CHOSEN AT Q4. THIS FILTER SHOULD THEREFORE SHOW CODES OF SERVICES/DEVICES RESPONDENTS **ARE NOT** CURRENTLY USING/ACCESSING. INTERNET (CODE 10) REMAINS THE SAME AS PREVIOUS SCRIPTING IE SHOWN TO NON-INTERNET USERS.

SCRIPTERS DO NOT INVERT.

- 1: Television
 - 2: Smart TV
 - 3: Landline
 - 4: Mobile phone (not smartphone)
 - 5: Smartphone
 - 6: Personal computer\Desktop PC (PC, MAC or other type of home computer)
 - 7: Laptop
 - 8: Tablet PC (iPad or similar)
 - 9: Games console or handheld games player
 - 10: Internet [SHOW IF QUOTA SECTION Q.L\13]
- None of these FIX AND EXCLUSIVE
Don't know - BUTTON

LIMITATION

F4 = All who have a limiting or impacting condition Q3\1-9

SHOW SCREEN – MULTI CODE

Q.6 You mentioned an illness or condition that limits your daily activities or the work you can do. Does this limit your use of any of the following services or devices? i.e. you can still use this service or device, however you experience difficulties when using it.

SCRIPTERS – EXCLUDE ANY CODES SELECTED AT Q5. OTHERWISE ALL CODES SHOULD BE SHOWN REGARDLESS OF WHETHER THEY ARE AVAILABLE IN THE HOUSEHOLD OR PERSONALLY USED.

SCRIPTERS DO NOT INVERT

- 1: Television
 - 2: Smart TV
 - 3: Landline
 - 4: Mobile phone (not smartphone)
 - 5: Smartphone
 - 6: Personal computer\Desktop PC (PC, MAC or other type of home computer)
 - 7: Laptop
 - 8: Tablet PC (iPad or similar)
 - 9: Games console or handheld games player
 - 10: Internet [SHOW IF QUOTA SECTION Q.L\1-5]
- None of these FIX AND EXCLUSIVE
- Don't know - BUTTON

F2 = All who access the internet QUOTA SECTION Q.L\1,2,3,4,5

SHOW SCREEN – SINGLE CODE

Q.7 In your household, are you primarily or jointly responsible for deciding which fixed broadband service provider to use?

1. I am the sole decision maker
2. I am jointly responsible for decisions
3. I don't make the decision
4. Not applicable – I don't have a fixed broadband service

F5 = All broadband decision makers Q7\1,2

SHOWSCREEN – SINGLE CODED

Q.8 Are you the account holder for your fixed broadband service . In other words, are your broadband bills addressed to you or do you personally receive any communication from your provider? .

1. Yes
2. No
3. Don't know

F5 = All broadband decision makers Q7\1,2

SHOW SCREEN – SINGLE CODE

Q.9 Which provider does your household use for your Fixed Broadband service?

1. BT
2. Sky
3. EE
4. Virgin Media
5. Plusnet
6. Post Office

7. KCOM
8. TalkTalk
9. Vodafone
10. Hyperoptic
11. Other supplier
12. Don't know

SCRIPTERS – SET THIS UP AS A GRID WITH STATEMENTS DOWN THE SIDE AND ANSWERS ACROSS THE TOP. SINGLE CHOICE PER STATEMENT

F5 = All broadband decision makers Q7\1,2

SHOW SCREEN - SINGLE CODED

Q.10 Thinking about fixed broadband, how confident are you with each of the following:

ANSWERS

Very confident

Fairly confident

Not very confident

Not at all confident

Don't know

STATEMENTS

1. Speaking to your current provider about new deals
2. Comparing the costs of the various deals available
3. Understanding the language and terminology used by providers

F1 = All Adults 16+ in UK

SHOW SCREEN - SINGLE CODED

Q.11 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

PER WEEK

PER YEAR

1: Up to £199 per week

Up to £10,399 per year

2: £200 to £299 per week

£10,400 to £15,599 per year

3: £300 to £499 per week

£15,600 to £25,999 per year

4: £500 to £699 per week

£26,000 to £36,399 per year

5: £700 to £999 per week £36,400 to £51,999 per year

6: £1,000 and above per week £52,000 and above per year

Don't know

Prefer Not to say

F1 = All Adults 16+ in UK

SHOW SCREEN - MULTICODE

Q.12 People sometimes have to deal with events which can impact their ability to carry out daily activities.

Which, if any, of the following events have you experienced in the last 12 months, that meant managing your household bills became more difficult or less of a priority than normal

1. Got married
2. Moved house/ made major home improvements
3. New baby/child
4. Lost job / had unplanned reduction in working hours
5. Made bankrupt/entered into an individual voluntary agreement (IVA)
6. Had relationship breakdown/ separation / divorce
7. Experienced a serious accident or illness - either yourself or close family member
8. Experienced the death of a close family member
9. Became the main carer for a close family member
10. Experienced serious damage to home/property e.g. fire/flood
11. Was a victim of crime e.g. burglary
12. Involved in a legal dispute

None of these

Prefer not to say