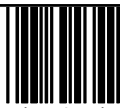




54013

# ECTEL

## Questionnaire for Measuring Access and Use of Broadband and ICT Services by Households and Individuals



\* 4 \*

COMMUNITY NUMBER

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HOUSEHOLD NO

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### Residential Address

Community \_\_\_\_\_

Parish/District \_\_\_\_\_

**Remember to Transfer this information to the top of every person questionnaire**

### Section 1: Household access to ICTs

#### Country of Residence

- 1 Dominica    2 Grenada  
 3 St Kitts    4 Nevis  
 5 St Vincent

1. Number of household members including respondent

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2. How many children under age 15 are living in this household?

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3. Does this household have the following devices?

- 1 Radio    2 Television    3 Tablet    4 E-book reader  
 5 Laptop or PC    6 MP3 player    7 Camera    8 Gaming console (eg.Xbox/PlayStation)

4. How does this household access radio stations? Please (X) all that apply.

- 1 Using a stand-alone radio at home    2 Using a radio in a vehicle  
 3 Over the television    4 Over the internet  
 5 Using a mobile phone    6 Don't listen to radio  
 7 Other \_\_\_\_\_

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5. How does your household receive television service? Please (X) all that apply.

- 1 Using an aerial    2 Digital Terrestrial TV (using an aerial and decoder)  
 3 Via Cable TV network, directly connected to TV    4 Via Cable TV network and set-top box  
 5 Via a Satellite dish and set-top box    6 Digital wireless cable TV  
 7 Over the internet    8 Don't know  
 9 Don't have television service (Go to Q 7)

6. Who is your TV service provider?

- 1 SAT    2 LIME    3 FLOW/Karib Cable    4 Caribbean Cable Communications (CCC)  
 5 The Cable    6 Marpin    7 Spectra    8 Other \_\_\_\_\_

7. What type of local telephone service does this household have?

- 1 Fixed line telephone service only    2 Mobile phone service only (Go to Q 10)  
 3 Fixed line and mobile phone services    4 No phone service (Go to Q 10)

8. Who is your fixed line telephone service provider?

- 1 LIME    2 FLOW/Karib Cable    3 SAT    4 Caribbean Cable Communications  
 5 Marpin    6 Other \_\_\_\_\_

9. What is the main reason for having a fixed line telephone phone?

- 1 Fixed line phone is more reliable    2 To keep the phone number  
 3 To make it easy for friends to reach us    4 A fixed phone is necessary  
 5 Fixed line can be used if there is a prolonged power outage    6 A fixed line telephone is needed for internet access  
 7 International calls are cheaper from fixed line telephone    8 Local calls are cheaper from a fixed line telephone  
 9 Other, specify \_\_\_\_\_

10. Does this household have fixed internet access?  1 Yes    2 No (Go to Q 22)

11. How does this household access the internet at home? Please (X) all that apply.

- 1 Via dial-up connection using a standard fixed telephone line    2 Via ADSL modem with fixed telephone service (broadband internet)  
 3 Via ADSL modem without fixed telephone service (broadband internet)    4 Via cable TV network using a cable modem or router (broadband internet)  
 5 Via Fixed wireless broadband network (WiMax, CDMA)    6 Via mobile phone network (GPRS/EDGE) using a handset  
 7 Via mobile phone network (3G/4G) using a handset    8 Via mobile broadband network (3G/4G) using a laptop  
 9 Via satellite network    10 Don't know  
 11 Other \_\_\_\_\_

12. When subscribing to a fixed internet service what is the main factor you consider?

- 1 The maximum download speed    2 The price of the internet subscription  
 3 The fact that the Internet subscription is part of a bundle    4 The customer service offered  
 5 The cost of installation and equipment    6 Reliability of the service  
 7 There was only one internet service provider when I got the service    8 Other \_\_\_\_\_  
 9 Don't know

13. Who is your internet service provider?

- 1 LIME    2 Marpin    3 SAT    4 Spectra  
 5 FLOW/Karib Cable    6 The Cable    7 Caribbean Cable Communications (CCC)

14. Have you switched internet service provider in the past two years?  1 Yes    2 No (Go to 17)

Household Questionnaire



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15. If yes, what was the main reason for switching provider?

- 1 Got better price from new provider
2 Got faster speed from new provider
3 Old service was not reliability
4 Poor customer service from old provider
5 Moved to a new area
6 Other

16. How easy was it to change internet service provider?

- 1 Very easy
2 Fairly easy
3 Fairly difficult
4 Very difficult
5 Don't know

17. Does this household share its internet access with neighbours via a Wi-Fi router?

- 1 Yes, for a small fee
2 Yes, free of charge
3 Household has no Wi-Fi Router
4 No

18. What is the maximum download speed under the terms of your fixed internet service plan?

- 1 .....Mbps
2 Don't know/Not sure
3 Don't Care

19. Please tell me whether you agree or disagree with each of the following concerning your fixed internet service plan.

Table with 7 columns: Question, 1. Totally agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, 5. Totally disagree, 6. Don't know. Rows include monthly fee, speed, reliability, support, and time taken.

20. When using your household fixed internet service, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

- 1 Yes, often
2 Yes, sometimes
3 No, never
4 Don't know

21. When using your household fixed internet service, have you experienced any kind of blocking of online content or applications?

- 1 Yes, often. Please give an example
2 Yes, sometimes. Please give an example
3 No, never
4 Don't know

22. Which of the following has this household subscribed to as a bundle?

- 1 Fixed voice and fixed broadband services
2 Fixed voice and cable TV services
3 Fixed broadband and cable TV services
4 Fixed voice, fixed broadband and cable TV services
5 Household does not subscribe to bundle
6 Other
7 Don't know

23. If no fixed internet access at home, why does this household not have fixed internet access? Please (X) all that apply.

- 1 Have internet access on my mobile phone, no need for fixed internet access
2 Do not need the Internet; it is not useful or interesting because of lack of local content.
3 Have access to the Internet elsewhere.
4 Do not know how to use the internet.
5 Computers and tablets are still too expensive.
6 Cost of fixed broadband service is too high.
7 We have concerns about privacy and security online
8 I have a physical disability - cannot use computer or internet
9 Internet service is not available in the area
10 Other

24. If no fixed internet access at home, what would encourage this household to sign up for fixed broadband service? Please (X) all that apply.

- 1 Monthly fee for fixed broadband access was more affordable
2 Broadband connection was more reliable
3 Higher broadband speeds were offered
4 If someone would teach me how to use the internet
5 If we could access government services online
6 If we could access local businesses online
7 If we could access local educational content
8 If we computer or tablet was more affordable
9 If we could not access free Wi-Fi elsewhere
10 Nothing would get this household to get fixed broadband service
11 Other

Phone Number (Cell Number) [ ] [ ] [ ] - [ ] [ ] [ ] [ ]