

17665

ED NUMBER				

HOUSEHOLD NO

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

Section 2: Individual use of fixed broadband service (Age 16 and older)

25. Age (years)

- 1 15 – 24
- 2 25 – 34
- 3 35 – 44
- 4 45 - 54
- 5 55 - 64
- 6 65 years and over

26. Sex 1 Male 2 Female

27. Highest educational level. Please (X) one.

- 1 Primary education or lower
- 2 Secondary education
- 3 A-level/college
- 4 University

28. Labour force status. Please (X) one.

- 1 Employee (Private Sector)
- 2 Employee (Public Sector)
- 3 Self-employed (with employee)
- 4 Self-employed (without employee)
- 5 Unemployed
- 6 Retired
- 7 Student
- 8 Other _____

29. Have you used fixed internet service from any location in the last three months? 1 Yes 2 No (Go to Q 36)

30. Where did you use fixed internet service in the last 12 months? (X) all that apply.

- 1 At home
- 2 At work
- 3 At a government facility
- 4 At a public park
- 5 At another person's home
- 6 At a community internet access point
- 7 At an internet café
- 8 At school or library
- 9 At the airport or hotel
- 10 From open Wi-Fi in my neighborhood
- 11 Other locations _____
- 12 I have not used the internet in the past 12 months (Go to Q 36)

31. How often did you typically use fixed internet service during the last three months (from any location)? Please (X) one.

- 1 Several times a day
- 2 A few times a day
- 3 At least once a week
- 4 At least once a month

32. Which of the follow devices do you use most often for accessing fixed internet service at home? Please (X) one.

- 1 IPad
- 2 Samsung Galaxy Tab
- 3 Kindle Fire
- 4 Other tablet
- 5 Laptop
- 6 Desk top computer
- 7 Play station console
- 8 Xbox 360
- 9 Nintendo Wii
- 10 Other _____

33. Which of the following VoIP phone services do you use?

- 1 LIME's NetSpeak service
- 2 Vonage
- 3 Magic Jack
- 4 Skype
- 5 Other (specify) _____
- 6 None

34. For which of the following activities did you use the fixed line internet in the last 12 months (from any location)? Please (X)all that apply.

Getting information

- 1 About local/regional goods or services
- 2 About international goods or services
- 3 Related to health or health services
- 4 About job opportunities
- 5 From government organizations
- 6 Doing general research

Activities

- 7 Doing a formal online course
- 8 Learning a language or skill
- 9 Using Google Maps to explore other countries
- 10 Participate in online meetings
- 11 Listen to informative podcasts
- 12 Watch educational videos
- 13 Purchasing goods or services
- 14 Selling goods or services
- 15 Booking flights or hotel reservations
- 16 Online banking or paying bills
- 17 Applying for a job
- 18 Using cloud computing such as Google Drive or Dropbox
- 19 Making an appointment with a local service provider

Communicating

- 20 Instant messaging
- 21 Emailing
- 22 Participating in social media/ blogging

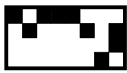
Leisure Activities

- 23 Listening to the local radio
- 24 Listening to the international radio
- 25 Watching television
- 26 Streaming or downloading movies, videos
- 27 Downloading or listening to music
- 28 Playing or downloading video games
- 29 Reading or downloading online newspapers, magazines or e-books

Other Activities

- 30 Taking part in online consultations or voting
- 31 Other activities _____

Person Questionnaire



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35. Which of the following local services would you use if it were available online?

- 1 Purchasing or ordering goods for home delivery
2 Buying or subscribing to local newspaper
3 Making appointments to see a healthcare or other professional
4 Participating in a public consultation or voting on social issues
5 Using government services (downloading or requesting information/online payments)
6 Participating in online training programs
7 Submitting job applications
8 Watching local TV stations
9 Watching local sporting events
10 Other (please specify)

Section 3: Individual Use of Mobile

36. Which of the following mobile phone service have you used in the last three months? (X) all that apply.

- 1 Digicel prepaid service
2 Digicel postpaid service
3 LIME prepaid service
4 LIME postpaid service
5 Other (Specify)
6 None (Go to Q 52a)

37. Which of the following best describes the primary/main mobile phone you use?

- 1 I bought it from my service provider
2 I bought it from a local electronic store
3 I bought it overseas
4 I bought it from a previous owner
5 I got it as a gift
6 A mobile phone provided by my employer
7 A mobile phone I share with my family
8 My friend's mobile phone which I am allowed to use
9 Other

38. What type of phone is your main mobile phone?

- 1 iPhone
2 Android phone
3 Blackberry
4 Windows Phone
5 Other Smartphone
6 Feature phone
7 Basic mobile phone
8 Not sure

39. If not a smart phone, why is your main mobile phone not a smart phone? Please (X) one.

- 1 Smart phone too expensive
2 No need for smartphone I do not use mobile internet service
3 No need for smart phone use tablet for internet access
4 No need for smart phone use laptop/PC for internet access
5 Data service for smartphone is too expensive
6 My next phone will be a smartphone
7 Other

40. Do you use your mobile phone to access the internet? 1 Yes 2 No (Go to Q 50)

41. Is your mobile phone the primary means by which you access the Internet? 1 Yes (Go to Q 43) 2 No

42. If no, what is the main reason for not using mobile phone as primary means of accessing the Internet? Please (X) one.

- 1 Mobile internet service is too expensive
2 Mobile internet service is too slow
3 Screen of mobile phone is too small
4 Mobile phone is not practical for doing work
5 I prefer to use a tablet for accessing internet
6 I prefer to use a laptop/PC for accessing internet
7 Other

43. Which best describes how you access the internet on your mobile phone? Please (X) one.

- 1 Via pre-paid mobile data plans
2 Via a post-paid mobile data plan
3 Only using Wi-Fi
4 I don't have a data plan but use data if I have enough credit on my phone
5 I use my mobile data plan only if Wi-Fi is not available
6 Other (specify)
7 I do not use data service on my phone (Go to Q 50)

44. If you have a data plan, do you know the data consumption limit of the mobile data plan you use most often?

- 1 Yes, [] [] [] (MB or GB) per(day, week, month)
2 Yes, it is unlimited
3 I know there are data consumption limits, but I do not really know what it is
4 I am not aware of any data consumption limits under my plan
5 I don't know the data consumption limit of my plan



45. For which of the following leisure activities did you use mobile internet service in the last month? (X) all that apply

- 1 To listen to music 5 Tethering to create mobile hotspot 9 To listen to local radio
 2 To watch live TV 6 To download or stream video 10 To listen to international radio
 3 To play games 7 To view sporting event 11 Other _____
 4 To post photos or videos online 8 To read e-books 12 None

46. Which of the following do you use to communicate with friends and family using your mobile phone? (X) all that apply

- 1 Voice calls 6 Viber 10 Magic Jack 14 Skype
 2 Text messages 7 Instagram 11 Face Time 15 Google Talk/Google
 3 Facebook 8 Email 12 Snap Chat 16 Twitter
 4 WhatsApp 9 Yahoo messenger 13 Video messaging 17 Other _____
 5 Blackberry Messenger

47. Do you use your mobile phone to access any of the following? (X) all that apply

- 1 Information 8 Local/regional news website 13 Mobile banking or paying bills
 2 Learning a language or skill 9 Weather information 14 Job hunting
 3 Google Maps to explore other countries 10 Purchasing goods or services 15 Government websites
 4 Online meetings 11 Selling goods or services 16 Remote home surveillance
 5 Informative podcasts 12 Booking flights or hotel reservations 17 Other _____
 6 Educational videos
 7 E-top-up

48. When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

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

49. If you have a data plan on your mobile phone, what is your level of satisfaction with the following concerning your mobile phone data service?

	1. Totally agree	2. Tend to agree	3. Neither agree nor disagree	4. Tend to disagree	5. Totally disagree	6. Don't Know
a. The price is reasonable and affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The speed is sufficient given your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The internet connection is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. You can easily contact your provider in case of Internet connection problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The response you receive from helpline staff or support site is helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Time taken to answer to your phone call is reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Time taken to resolve your problem is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

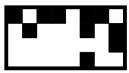
Mobile Roaming

50. Have you traveled to another Caribbean island in the last 5 years? 1 Yes 2 No (Go to Q 52b)

51. When visiting another Caribbean island do you generally...?

- 1 Use your mobile phone as if you were still home
 2 Switch off your mobile phone and never use it
 3 Switch off the data roaming capabilities of your mobile phone but use phone for calls and texts
 4 Limit voice and texts but use data for instant messaging
 5 Activate a special data roaming plan offered by your mobile operator
 6 Purchase or use a SIM card or phone in the island you are visiting
 7 Only use phone to connect to the internet using Wi-Fi
 8 Speak to service provider on ways to reduce roaming charges
 9 Other _____

52a. Why have you not used a mobile phone service in the last three months? Please explain below.



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Section 4: General

52b. Do you use a public pay phone?

- 1 Yes, when mobile phone is out of range or battery is dead
- 2 Yes, if mobile phone is out of credit
- 3 Yes, to make international calls
- 4 Yes, because I have no fixed line or mobile phone
- 5 No, I don't know where to find a public payphone
- 6 No, I never use a public payphone

53. Which of the following directory enquiry services have you used in the past 6 months? Please (X) all that apply.

- 1 Phone book
- 2 Online directory
- 3 411 or 412 service numbers
- 4 None

54. From which of the following sources do you get most of your local news and weather information?

- 1 Radio
- 2 Television
- 3 Social media
- 4 Online news website
- 5 Other

Perception of cost and affordability of ICT services

55. Please tell me whether you agree or disagree with each of the following

	1. Totally agree	2. Tend to agree	3. Neither agree nor disagree	4. Tend to disagree	5. Totally disagree	6. Don't Know	7. Not Applicable
a. From your fixed line telephone, you limit the number of calls to other fixed networks because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. From your fixed line telephone limit number of calls to mobile phones because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. From your fixed line telephone you limit the number of international calls because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. From your mobile phone, you limit the number of calls to other mobile networks because you are concerned about the higher charges than when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. From your mobile phone you limit the number of international calls because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Knowledge of emergency numbers

56. What telephone number would you call if you needed the following service in an emergency?

- 1 Police
- 2 Fire
- 3 Ambulance
- 1 Don't Know
- 2 Don't Know
- 3 Don't Know
