

Princeton Survey Research Associates International
for
Federal Communications Commission
Broadband Service Capability Survey

Draft Questionnaire

10/08/09

Total n=5000

National Survey

n=approx 2,500 Broadband Adopters

n=approx 2,500 Non-Adopters and others

Field Dates: October 7-November 17, 2009

Interview language: English and Spanish

FORM SPLIT A/B: 50-50

Job#: 29076

LANDLINE INTRO:

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include you. May I please speak with the **[RANDOMIZE: ("YOUNGEST MALE, age 18 or older, who is now at home") / ("YOUNGEST FEMALE, age 18 or older, who is now at home?")]** **(IF NO MALE/FEMALE, ASK: May I please speak with the YOUNGEST (FEMALE/MALE), age 18 or older, who is now at home?)** **GO TO MAIN INTERVIEW**

CELL PHONE INTRO:

Hello, I am ___ calling for Princeton Survey Research. We are conducting a national survey of cell phone users. I know I am calling you on a cell phone. As a small token of our appreciation for your time, we will pay all eligible respondents \$5 for participating in this survey.

This is not a sales call. **(IF R SAYS DRIVING/UNABLE TO TAKE CALL: Thank you. We will try you another time...)**

VOICE MAIL MESSAGE (LEAVE ONLY ONCE -- THE FIRST TIME A CALL GOES TO VOICEMAIL): I am calling for Princeton Survey Research. We are conducting a short national survey of cell phone users. This is NOT a sales call. We will try to reach you again.

CELL PHONE SCREENING INTERVIEW:

S1. Are you under 18 years old, OR are you 18 or older?

- 1 Under 18
- 2 18 or older
- 9 Don't know/Refused

IF S1=2, CONTINUE WITH MAIN INTERVIEW

IF S1=1, THANK AND TERMINATE – RECORD AS INELIGIBLE: This survey is limited to adults age 18 and over. I won't take any more of your time...

IF S1=9, THANK AND TERMINATE RECORD AS SCREENING REFUSAL: This survey is limited to adults age 18 and over. I won't take any more of your time...

READ TO ALL CELL PHONE SAMPLE:

INTRODUCTION TO MAIN INTERVIEW: We're interested in learning more about people with cell phones. If you are now driving a car or doing any activity requiring your full attention, I need to call you back later. The first question is...

INTERVIEWER:

If R says it is not a good time, try to arrange a time to call back. Offer the toll-free call-in number they can use to complete the survey before ending the conversation.

MAIN INTERVIEW:

SEX Record respondent sex (**DO NOT READ**)

- 1 Male
- 2 Female

ASK ALL

Q1 Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q2 Overall, do you think that computers and technology give people MORE control over their lives, LESS control over their lives, or don't you think it makes any difference?

- 1 More
- 2 Less
- 3 No difference
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q3 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q4 As I read the following list of things some people have, please tell me if you happen to have each one, or not. Do you have... **[INSERT ITEMS IN ORDER]**?

- a. Cable TV at home
- b. Satellite TV at home
- c. A desktop computer
- d. A laptop computer **[INTERVIEWER: This includes a netbook.]**

ASK ITEM E IF CELL PHONE SAMPLE

- e. A landline phone at home

ASK ITEM F IF LANDLINE SAMPLE

- f. A cell phone... or a Blackberry or iPhone or other device that is also a cell phone
- g. Internet access at home (not including a web-enabled cell phone)

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

PROGRAMMER INSTRUCTION:

IF CELL PHONE SAMPLE, AUTOPUNCH Q4f=1.

IF LANDLINE SAMPLE, AUTOPUNCH Q4e=1.

ASK Q5 IF HAVE/USE A COMPUTER (Q3=1 or Q4c=1 or Q4d=1)

Q5 How comfortable would you say you are using a computer...very comfortable, somewhat comfortable, somewhat uncomfortable or very uncomfortable?

- 1 Very comfortable
- 2 Somewhat comfortable
- 3 Somewhat UNcomfortable
- 4 Very UNcomfortable
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK Q6 IF DO NOT HAVE/USE A COMPUTER (Q3=2,8,9 and Q4c=2,8,9 and Q4d=2,8,9)

Q6 Have you ever used a computer or is that something that you have not ever done?

- 1 Have used a computer
- 2 Have NOT ever used a computer
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK Q7 IF ONCE USED A COMPUTER (Q6=1)

Q7 Even though you do not now use a computer, how comfortable would you say you would be using a computer should you have the chance to use one...very comfortable, somewhat comfortable, somewhat uncomfortable or very uncomfortable?

- 1 Very comfortable
- 2 Somewhat comfortable
- 3 Somewhat UNcomfortable
- 4 Very UNcomfortable
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q8 Do you ever access the internet ... or send and receive e-mail?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK INTERNET USERS (Q8=1)

Q9 Now please tell me if you access the internet at any of the following places? (First/Next) Do you ever access the Internet...

- a. At home
- b. At work
- c. At a community center
- d. Public library
- e. Church
- f. At a friend or family members house
- g. At school
- h. At other places not mentioned (**SPECIFY**)

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF DON'T ACCESS INTERNET AT HOME (Q9A=2-9)

Q10 Just to confirm, you said you do NOT use the internet at home, is that correct?

- 1 Yes, NO internet access at home
- 2 Do Use internet at home
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF ACCESS INTERNET AT HOME (Q9A=1 OR Q10=2)

Q11 At home, what type of connection do you have to the internet... a dial-up telephone line, a DSL line, a cable modem, satellite connection, a connection to a fixed wireless provider, a wireless connection such as an AirCard, a fiber optic connection such as FIOS (F-EYE-os) or a T-1?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Satellite
- 5 Fixed wireless provider
- 6 Other Wireless such as AirCard or cell phone
- 7 Fiber optic connection
- 8 T-1 connection
- 9 Other (**SPECIFY, MAKE SURE NOT ONE OF ABOVE**)
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

QUOTAS/DEFINITIONS:

Adopters – Access Internet at Home and Have Broadband at home {Q11=2-8}

Non-Adopters – 1) Internet User w/o Broadband at home (Q11=1,98,99) OR

2) Non-Internet Users. (Q8=2-9) OR

3) Internet User who don't access at home (Q10=1)

NOTE: Count the number of Adopters and Non-Adopters for quotas. When Adopters quota is filled we will change programming to screen out.

ASK IF HAVE CELL PHONE (Q4f=1) or CELL PHONE SAMPLE

Q12 Please tell me if you ever use your cell phone to do any of the following things. Do you ever use it to **[INSERT ITEM IN ORDER]** or not?

INTERVIEW INSTRUCTION: If R offers cell phone can not do this, punch as answer category #3.

- a. Send or receive email
- b. Send or receive text messages
- c. Send or receive pictures
- d. Play music
- e. Send or receive Instant Messages
- f. Access Web pages on the internet
- g. Get a map or directions to another location
- h. Download or stream music or video
- i. Download an application to your cell phone

CATEGORIES

- 1 Yes, do this-
- 2 No, do not do this/Have not done this
- 3 **(VOL.)** Cell phone can't do this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF HAVE LAPTOP Q4d=1

Q13 Do you use a service with your laptop computer that is called wireless broadband allowing you to access the internet virtually anywhere? This is usually a service that you have to pay a monthly fee for, either by itself or as part of another communications bill. This is NOT what is called Wi-Fi.

- 1 Yes, use wireless broadband-
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q8=1)

Q14 Next... Please tell me if you EVER use the internet to do any of the following things. Do you ever use the internet to... ?

ASK ITEMS A-J OF FORM A

- a. Get local or community news online
- b. Get information about or apply for government benefits
- c. Upload or share something you've created, like a video to a video sharing site or a photo
- d. Visit a local, state or federal government website
- e. Download or stream MUSIC files onto your computer so you can play them at any time you want
- f. Do research for school or training
- g. Buy a product online, such as books, music, toys or clothing
- h. Use a social networking site
- i. Submit a review about a product or service
- j. Play games online

ASK ITEMS K-T OF FORM B

- k. Get international or national news online
- l. Get information about or apply for a job
- m. Post to your own blog or a group blog in which you participate
- n. Get advice or information from a government agency about a health or safety issue
- o. Download or stream VIDEO files onto your computer so you can play them any time you want
- p. Not including email, do any type of work or research online for your job
- q. Do any banking online
- r. Participate in an online discussion group
- s. Take a class online for credit towards a degree of some kind, like a high school or college diploma or advanced degree
- t. Play complicated role playing games online

CATEGORIES

- 1 Yes, do this
- 2 No, do not do this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q8=1)

Q15 About how many years have you been an Internet user?

- _____ **RECORD NUMBER OF YEARS (1-19)**
- 0 Under a year
 - 20 20 or more years
 - 98 Don't know
 - 99 Refused

IF ONLINE UNDER 2 YEARS ASK: (Q15=0-1)

Q16 About how many months is that?

- _____ **RECORD NUMBER OF MONTHS (0-24)**
- 0 Under a month
 - 98 Don't know
 - 99 Refused

IF ONLINE UNDER 2 YEARS (Q15=0-1)

Q17 People have different reasons for starting to use the internet. We would like to know what your reasons were. First, was **[INSERT IN ORDER]** a reason you started using the internet? Next, what about **[INSERT] [IF NECESSARY: Was this a reason you started using the internet?]**

- a. My job required online access
- b. I needed it for school
- c. My children needed it for school
- d. My children wanted internet access
- e. Gaining access to music, movies and other entertainment
- f. An internet provider made a special offer too good to pass up
- g. Share my photos or videos with family and friends
- h. To email and stay in touch with family and friends

- 1 Yes, this was a reason
- 2 No, this was not a reason
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF YES TO SPECIAL OFFER (Q17F=1)

Q17.1 You said the Internet company made you a special offer, can you tell what was that offer?
(open-end)

- 1 **Yes, Specify answer)**
- 8 Don't know
- 9 Refused

ASK Q18 IF MORE THAN ONE REASON FOR STARTING TO USE INTERNET: 2+ ITEMS IN Q17a-h=1

Q18 You mentioned several reasons for starting to use the internet. Which one was the MOST IMPORTANT reason you started using the internet? **[IF NECESSARY, READ CATEGORIES]**

DISPLAY ONLY CATEGORIES where q17ITEM=1

- 1 My job required online access
- 2 I needed it for school
- 3 My children needed it for school
- 4 My children wanted internet access
- 5 Gaining access to music, movies and other entertainment
- 6 An internet provider made a special offer too good to pass up
- 7 Share my photos or videos with family and friends
- 8 To email and stay in touch with family and friends
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

COST/BUNDLES

Q19 Some people find the bills they receive for such services as telephone, cable TV, satellite TV, and the internet are easy to understand. Others find such bills hard to understand. What about you? Would you say the bills you get for such services are easy to read and understand...are they difficult to read and understand...or are some bills easy to understand and others hard?

- 1 Easy to understand
- 2 Hard to understand
- 3 Some easy, some hard
- 4 **(VOL.)** Someone else handles bills
- 8 **(DO NOT READ)** Do not know
- 9 **(DO NOT READ)** Refused

**ASK IF AT LEAST TWO SERVICES AT HOME AND INTERNET USER AT HOME
(Counting Q4a, Q4b, Q4e, OR Q4f=1 and (Q9A=1 OR Q10=2))**

Q20 Now I would like to ask about the bills for some of the services you said you have. First, do you happen to know if you get a separate bill for your **[INSERT IN ORDER]** or does this bill include other services?

ASK item A if Q4f=1 or CELL PHONE SAMPLE

a. Cell phone

ASK ITEM B if Q4E=1 or LANDLINE SAMPLE

b. Landline telephone

ASK ITEM C if Q9A=1 OR Q10=2

c. Internet service

ASK ITEM D if Q4A=1

d. Cable TV

ASK ITEM E if Q4B=1

e. Satellite TV

ASK ITEM F IF Q13=1

f. Wireless broadband

CATEGORIES

- 1 Yes, get separate bill
- 2 No, bill includes other services
- 3 (VOL.) No, company/business pays for service
- 8 (VOL.) Someone else handles bills/Do not know
- 9 (DO NOT READ) Refused

**ASK IF ONLY ONE SERVICE AT HOME: CELL PHONE OR SEPARATE BILL FOR
CELL PHONE {(Q4F=1 AND Q4A=2-9 AND Q4B=2-9 AND Q4E=2-9) OR Q20a=1}**

Q21a Thinking about your cell phone service, about how much do you pay, on average, for cell phone service each month, to the nearest dollar? **[IF NECESSARY, READ: This includes any long distance charges and texting charges on your bill.]**

_____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**

- 997 Nothing/Do not pay/Get access through work or school
- 998 Don't know
- 999 Refused

ASK IF Q21a=998 or 999

Q21b Would you say your monthly cell phone bill averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 More than \$100
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF HAVE CELL PHONE OR CELL PHONE SAMPLE (Q4F=1 or Cell Sample)

22 What kind of cell phone plan do you have? Is it **[READ]**

- 1 A prepaid or pay-as-you-go plan [**PROMPT IF NEEDED** – a Go-phone or plan without a contract] OR
- 2 A family plan where your phone is part of a contract that covers your family's cell phones OR
- 3 A separate contract covering only your cell phone
- 8 **(DO NOT READ)** Don't know what kind of plan
- 9 **(DO NOT READ)** Refused

ASK IF INTERNET ON SEPARATE BILL Q20c=1

Q23a. Thinking about your internet service at home, about how much do you pay, on average, for internet service each month, to the nearest dollar?

_____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK IF Q23a=998 or 999

Q23b Would you say your monthly internet bill averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 More than \$100
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF WIRELESS BROADBAND AT HOME ON SEPARATE BILL Q20e=1

24a Thinking about your wireless broadband service with your laptop, about how much do you pay, on average, for wireless broadband each month, to the nearest dollar?

_____ (ENTER AMOUNT, IN DOLLARS; RANGE 1-996)

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK IF 24a=998 or 999

24b Would you say your monthly wireless broadband bill averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 More than \$100
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERNET AT HOME AND BUNDLED W/AT LEAST ONE OTHER SERVICE (Q20C=2 AND {Q20A=2 or Q20B=2 OR Q20D=2 OR 20E=2})

Q25 Now thinking about the bill that includes your INTERNET access at home. What else is included on that bill? Does that bill included charges for **[INSERT in ORDER]**? What about charges for **[INSERT]**?

ASK ITEM A IF Q20a=2

a. Cell phone

ASK ITEM B IF Q20b=2

b. Landline telephone

ASK ITEM C IF Q20d=2

c. Cable TV

ASK ITEM D IF Q20e=2

d. Satellite TV

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF AT LEAST ONE OTHER SERVICE IS BUNDLED: ANY Q25A-D=1

Q26a About how much, on average, is that bill for ALL of these services including internet access, each month, to the nearest dollar?

_____ (ENTER AMOUNT, IN DOLLARS; RANGE 1-996)

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK IF Q26a=998 or 999

Q26b Would you say your monthly bill for ALL of these services averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 \$101 to \$125
- 6 \$126 to \$150
- 7 \$151 to \$200
- 8 More than \$200
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

ASK IF INTERNET IS ON BUNDLED BILL: Q20c=2

Q27 You mentioned that the cost for internet service at home is bundled into a bill with other services do you happen to know how much internet service ALONE costs each month?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF KNOW COST OF INTERNET SERVICE: Q27=1

Q28a About how much do you pay, on average, for internet service ALONE each month, to the nearest dollar?

_____ (ENTER AMOUNT, IN DOLLARS; RANGE 1-996)

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK IF Q28a=998 or 999

Q28b Would you say your monthly internet bill ALONE averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 More than \$100
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF CELL PHONE IS ON BUNDLED BILL: Q20a=2

Q29 You mentioned that the cost for your cell phone is bundled into a bill with other services do you happen to know how much your cell phone ALONE costs each month?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF KNOW COST OF INTERNET SERVICE: Q29=1

Q30a Thinking about your cell phone service, about how much do you pay, on average, for cell phone service each month, to the nearest dollar? **[IF NECESSARY, READ: This includes any long distance charges and texting charges on your bill.]**

- _____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**
- 997 Nothing/Do not pay/Paid by work or school
 - 998 Don't know
 - 999 Refused

ASK IF Q30a=998 or 999

Q30b Would you say your monthly cell phone bill ALONE averages **[READ]**...

- 1 \$25 or less
- 2 \$26 to \$50
- 3 \$51 to \$75
- 4 \$76 to \$100
- 5 More than \$100
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK INTERNET USERS AT HOME (Q9A=1 OR Q10=2)

Q31 Including yourself, how many people in your household use the internet at home?

- 0-10 **(RECORD ANSWER)**
- 11 11 or more
- 98 Don't know
- 99 Refused

ASK INTERNET USERS AT HOME (Q9A=1 OR Q10=2)

Q32 How many working computers, both desktops and laptops, are there in your household?

- 0-10 **(RECORD ANSWER)**
- 11 11 or more
- 98 Don't know
- 99 Refused

ASK IF INTERNET USER. (Q8=1)

Q33 Have you ever helped another adult do something online that they were not able to do themselves, or have you never done this?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK OF INTERNET USERS (Q8=1)

Q34. Now, I have some questions about terms related to computers and the Internet. Not everyone will have heard about these. (First/Next), how well would you say you understand what..
(INSERT. READ AND RANDOMIZE)?

READ FOR FIRST ITEM, THEN AS NECESSARY: Would you say you understand this term very well, somewhat well, not too well, or not at all?

- a. An internet browser cookie is
- b. A USB port is
- c. Spyware and malware are
- d. A bookmark is
- e. An Operating system is
- f. Refresh or Reload are
- g. A widget is
- h. A JPEG (JAY-peg) file is

CATEGORIES

- 1 Very well
- 2 Somewhat well
- 3 Not too well
- 4 Not at all
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

GOVERNMENT CONTACTS

ASK ALL:

Q35 During the past 12 months, have you ... **(RANDOMIZE. INSERT)?**

- a. Gone to a local public library
- b. Gone to a local place where you can use a computer for free, such as a community center or church
- c. Gone to a government office or agency in person

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Q36 In the past 12 months, have you contacted your local, state or federal government by... **(INSERT IN ORDER)?**

- a. Calling a government office or agency on the phone
- b. Writing a letter to a government office or agency
- c. Sending an email to a government office or agency

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q37 If you ever need to contact the government about... **(INSERT ITEM)**, would you prefer to do it over the phone, by mail, by going to a government website, by e-mail, or some other way?

How about... **(INSERT NEXT ITEM; ROTATE)** – would you prefer to do this over the phone, by mail, by going to a government website, by e-mail, or some other way?

(NOTE: IF R SAYS “I don’t use the internet/Don’t have Internet access,” ASK: Would you prefer to do this over the phone, by mail or some other way?)

ALWAYS ASK a FIRST:

- a. A personal tax issue
- b. Getting a license or permit for your car
- c. Exploring government benefits for yourself or someone else
- d. The kinds of programs different government agencies offer
- e. Community issues such as education, crime and traffic

CATEGORIES

- 1 Over the phone
- 2 By mail
- 3 Government website
- 4 E-mail
- 5 Some other way (SPECIFY)
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Q38 Now thinking just about the federal government and federal agencies: how important do you think it is for the federal government and federal agencies to make information and services available on the internet: very important, somewhat important, not too important or not at all important?

- 1 Very important
- 2 Somewhat Important
- 3 Not too important
- 4 Not at all important
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS: (Q7=1)

Q39 How much, if at all, has the Internet improved the way you interact with... **(INSERT; ROTATE)** – a lot, some, only a little, or not at all?

- a. the federal government
- b. your state government
- c. your local government

CATEGORIES

- 1 A lot
- 2 Some
- 3 Only a little
- 4 Not at all
- 5 **(VOL)** Don't use Internet to contact government
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

NON-ADOPTERS: DIAL-UP INTERNET USERS**ASK IF DIAL-UP USER OR NOT AT HOME INTERNET USER (Q11=1 OR Q10=1)**

40. Have you ever accessed the Internet using a broadband connection, from somewhere other than home, such as at work, school, or a friend or family member's house?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERNET USER AT HOME, BUT HAVE DIAL-UP AT HOME (Q11=1)

Q41 Would you LIKE to have a faster, "broadband" internet connection at home or isn't that something you're interested in?

- 1 Yes, interested
- 2 No, not interested
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERESTED IN BB AT HOME (Q41=1)

Q42 In the PAST 12 months, have you seriously considered getting a broadband internet connection at HOME?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERESTED IN BB (Q41=1)

Q43 What about in the NEXT 12 months...how likely do you think it is that you will get a broadband connection at HOME...very likely, somewhat likely, not too likely or not likely at all?

- 1 Very likely
- 2 Somewhat likely
- 3 Not too likely
- 4 Not likely at all
- 5 **(DO NOT READ)** Will NOT do it/Will NOT happen
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERNET USER AT HOME, BUT HAVE DIAL-UP AT HOME (Q11=1)

Q44 Now, I'd like to read you a list of reasons why some people are NOT interested in switching to a broadband internet connection. Please tell me if this is a reason for you, or not? (First/Next).....**(INSERT. READ AND RANDOMIZE).**

- a Monthly cost is too expensive
- b. The deposit to get service was too expensive
- c It's not available where I live
- d. I do not need the additional speed it would offer
- e. I do not use the internet that much.
- f. I do not want to enter into a long-term service contract
- g. The activation or installation fee to get service is too much
- h. I'm happy with my current service

CATEGORIES

- 1 Yes, a reason
- 2 No, not a reason
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF MORE THAN ONE YES TO Q44 (Q44CT>1)

Q45 Of the reasons you listed, which would you say is the MOST IMPORTANT reason for you not switching to broadband....**(INSERT. READ ITEM IN SAME ORDER IF =1 in Q44**

- 1 Monthly cost is too expensive
- 2 The deposit to get service was too expensive
- 3 It's not available where I live
- 4. I do not need the additional speed it would offer
- 5 I do not use the internet that much.
- 6 I do not want to enter into a long-term service contract
- 7 The activation or installation fee to get service is too much
- 8 I'm happy with my current service
- 96 **(VOL)** Combination of reasons (SPECIFY)
- 97 **(VOL.)** Other reason (SPECIFY)
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

ASK IF COST IS A BARRIER TO NOT SWITCHING TO BROADBAND (Q44A=1)

46a. You said that the monthly cost was a reason why you are NOT interested in switching to a broadband connection. Can you tell me to the nearest dollar, how much would you be willing to spend on a broadband connection?

_____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK IF BB NOT AVAILABLE IN THEIR AREA (Q44C=1)

46b. If a broadband connection were available where you live, would you subscribe to a broadband internet service?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK NON-INTERNET USERS & THOSE WHO DON'T GO ONLINE AT HOME (Q8=2-9 OR Q10=1)

Q47 Does **ANYONE** in your household use the internet from home or send and receive email from home?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF ANYONE IN HOUSE USES INTERNET (Q47=1)

Q48 And who is it in your household that uses the internet from home? **(PRECODED OPEN-END. ACCEPT UP TO THREE RESPONSES.) (IF NECESSARY, PROMPT: Anyone else?)**

- 1 Spouse/Partner
- 2 Child/Children
- 3 Grandchild/Grandchildren/Other Younger Relative
- 4 Parent/Grandparent/Aunt/Uncle/Older Relative
- 5 Other member of household not related to Respondent
- 6 Other **(SPECIFY)**
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF ANYONE IN HOUSE USES INTERNET. (Q47=1)

Q49 How often, if at all, do you ask someone else in your household to do something on the internet for you? **(READ...)**

- 1 At least once a week
- 2 At least once a month
- 3 A few times a year
- 4 Less often
- 5 Never
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF ANYONE IN HOUSE USES INTERNET (Q47=1)

Q50 Do you happen to know how they connect to the Internet – is it through a dial-up phone line or some other way?

- 1 Dial-up phone line
- 2 Some other way
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF CONNECTS SOME OTHER WAY (Q50=2)

Q51 Do you happen to know if they connect to the Internet –through a cable modem or a D-S-L line?

- 1 Cable modem
- 2 DSL line
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK NON-INTERNET USERS & THOSE WHO DON'T GO ONLINE AT HOME (Q8=2-9 OR Q10=1)

Q52 Now, I'd like to read you a list of reasons why some people do not have the internet at home. Please tell me if this is a reason for you, or not? (First/Next).....**(INSERT. READ AND RANDOMIZE).**

- a Monthly cost is too expensive
- b The deposit to get service was too expensive
- c It's not available where I live
- d There is nothing on the internet I want to see or use
- e I cannot afford a computer.
- f The internet is just a waste of time.
- g I am worried about all the bad things that can happen if I use the internet.
- h I am not comfortable using a computer
- i I can access the internet all I need to at work.

CATEGORIES

- 1 Yes, a reason
- 2 No, not a reason
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF TWO OR MORE YES'S TO Q52 (Q52CT>=2)

Q53 Of the reasons you listed, which would you say is the MOST IMPORTANT reason for you not having access to the Internet....**(INSERT. READ ITEM IN SAME ORDER IF =1 in Q60)**

- 1 Monthly cost is too expensive
- 2 The deposit to get service was too expensive
- 3 It's not available where I live
- 3 There is nothing on the internet I want to see or use
- 4 I cannot afford a computer.
- 5 The internet is just a waste of time.
- 6 I am worried about all the bad things that can happen if I use the internet.
- 7 I am not comfortable using a computer
- 8 I can access the internet all I need to at work.
- 96 **(DO NOT READ)** Combination of reasons **(SPECIFY)**
- 97 **(DO NOT READ)** Other reason **(SPECIFY)**
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

ASK IF COST IS A BARRIER TO NOT SWITCHING TO BROADBAND (Q52A=1)

54. You said that the monthly cost was a reason why you are NOT interested in getting an internet connection at HOME. Can you tell me to the nearest dollar, how much would you be willing to spend on an internet connection at HOME?

_____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**

- 997 Nothing/Do not pay/Paid by work or school
- 998 Don't know
- 999 Refused

ASK ALL NON-INTERNET USERS: (Q8=2-9)

Q55 Did you, yourself, **EVER** at some point use the Internet or email at HOME, but have since stopped for some reason? *{PIAL trend}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know/
- 9 **(DO NOT READ)** Refused

Q55.1 When you used the Internet or email did you use a broadband or high speed connection at home, or not?

- 1 Yes
- 2 No
- 3 No connection/Internet at home
- 8 **(DO NOT READ)** Don't know/
- 9 **(DO NOT READ)** Refused

ASK ALL NON-INTERNET USERS: (Q8=2-9)

Q56 Would you like to start using the Internet and email (**INSERT IF Q55=1**: again), or isn't that something you're interested in? {PIAL trend}

- 1 Yes, interested
- 2 No, not interested
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK OF THOSE WHO GO ONLINE, BUT NOT AT HOME (Q8=1 AND Q10=1)

Q57 Would you like to get an internet connection at home, or isn't that something you're interested in?

- 1 Yes, interested
- 2 No, not interested
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERESTED IN INTERNET (Q56=1 or Q57=1)

Q58 In the PAST 12 months, have you seriously considered getting an internet connection at home?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERESTED IN INTERNET (Q56=1 or Q57=1)

Q59 What about in the NEXT 12 months...how likely do you think it is that you will get a broadband internet connection at home...very likely, somewhat likely, not too likely or not likely at all?

CATEGORIES

- 1 Very likely
- 2 Somewhat likely
- 3 Not too likely
- 4 Not likely at all
- 5 **(DO NOT READ)** Will NOT do it/Will NOT happen
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

SATISFACTION WITH AND VALUE OF INTERNET

ASK IF INTERNET USER AT HOME (Q8A=1 OR Q9=2)

Q60 How satisfied are you overall with your current internet service at home...very satisfied, satisfied, somewhat satisfied or not at all satisfied?

- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat satisfied
- 4 Not at all satisfied
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF BROADBAND INTERNET USER AT HOME (Q11=2-8)

Q61 Having a broadband internet connection is important to some people, but not to others. How important is a broadband internet connection to you for each of the following? (First, **[INSERT ITEM; RANDOMIZE]**? How about **[INSERT ITEM]**? **[READ FOR FIRST ITEM, THEN AS NECESSARY:** Do you think high-speed or broadband internet connection is very important, somewhat important, not too important or not important at all to this?]

ASK ITEM A-J OF FORM A

- a. Keeping up with the news in my community
- b. Taking care of things online that used to require going to a government office, such as renewing your car registration.
- c. Sharing content with others, such as photos, videos, or text
- d. Communicating with government officials about issues
- e. Listening to music online
- f. Doing homework and other tasks related to school or education
- g. Shopping online
- h. Making it easy to communicate with friends and family, even if they are far away.
- i. Sharing your views with others about products or services
- j. Playing games online

ASK K-T OF FORM B

- k. Keeping up with international or national news
- l. Finding information about employment
- m. Sharing your views with others about issues
- n. Communicating with your doctor or other health care provider
- o. Watching TV shows, movies and other video online
- p. Doing work-related tasks from home
- q. Online banking
- r. Getting advice from others when you need to make a decision
- s. Taking classes or trainings online
- t. Playing complicated, role-playing games online

CATEGORIES

- 1 Very important
- 2 Somewhat important
- 3 Not too important
- 4 Not important at all
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q62 Now, I'd like to read you a list of statements about the Internet. For each, please tell me if you strongly agree, somewhat agree, somewhat DISagree, or strongly DISagree...(READ. INSERT AND RANDOMIZE)

- a. The internet is too dangerous for children
- b. It is important for children to learn how to use the Internet
- c. The internet helps people keep in touch with each other
- d. The internet is valuable source for information and learning
- e. People talk to each other less when they use the internet
- f. There is too much pornography and offensive material on the internet
- g. People can be more productive using the internet
- h. It is too easy for my personal information to be stolen online

CATEGORIES

- 1 Strongly Agree
- 2 Somewhat Agree
- 3 Somewhat DISagree
- 4 Strongly DISagree
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK NON INTERNET USERS (Q8=2,8,9)

Q63 Now, I'd like to read you a list of activities available on the internet. As I read an item, please tell me if you think you would benefit from doing this if you were to use the internet? First, **[INSERT. ALWAYS ASK a-b. FIRST, THEN RANDOMIZE]** do you think this is a benefit you would enjoy if you used the internet? [Next, **[INSERT]. [IF NECESSARY: do you think this is a benefit you would enjoy if you used the internet?**

ASK ITEMS A-J OF FORM A

- a. Getting local or community news online
- b. Taking care of things online that used to require going to a government office, such as renewing your car registration.
- c. Sharing content with others, such as photos, videos, or text
- d. Getting financial information, such as stock prices
- e. Communicating with government officials about issues
- f. Listening to music online
- g. Doing homework and other tasks related to school or education??
- h. Shopping online
- i. Making it easy to communicate with friends and family, even if they are far away.
- j. Sharing your views with others about products or services

ASK ITEMS K-T OF FORM B

- k. Playing games online
- l. Keeping up with international or national news
- m. Finding information about employment
- n. Sharing your views with others about issues
- o. Communicating with your doctor or other health care provider
- p. Watching TV shows, movies and other video online
- q. Doing work-related tasks
- r. Online banking
- s. Getting advice from others when you need to make a decision
- t. Taking classes or trainings online

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

- _____ years **[RECORD EXACT AGE 18-96]**
- 97 97 or older
 - 98 Don't know
 - 99 Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL.)** Have own business/self-employed
- 6 **(VOL.)** Disabled
- 7 **(VOL.)** Student
- 8 **(VOL.)** Other
- 9 **(DO NOT READ)** Refused

MAR Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living with a partner
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 7 Single **(VOL.)**
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

CARE Do you provide care to your parents or other relatives age 18 or older? This may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you.

[IF R ASKS DOES GIVING MONEY COUNT?, ASK:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things? **IF NOTHING OTHER THAN money, CODE NO.**

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK OF THOSE WHO TOOK SURVEY IN ENGLISH

Lang Is English your native language, or not?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Dis01 Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Dis02 Does ANYONE ELSE in your household have a disability, handicap, or chronic disease that keeps them from participating fully in work, school, housework, or other activities, or not?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

HH1 How many adults, age 18 and over, currently live in your household INCLUDING YOURSELF?

___(1-6) **Record number (Enter 6 if 6 or greater)**

8 **(DO NOT READ)** Don't know

9 **(DO NOT READ)** Refused

ASK if HH1=2-6.

HH2. How many of these adults have a personal cell phone?

___(1-6) **Record number (Enter 6 if 6 or greater)**

8 **(DO NOT READ)** Don't know

9 **(DO NOT READ)** Refused

ASK ALL:

HH3 How many children, under age 18, currently live in your household?

___(1-6) **Record number (Enter 6 if 6 or greater)**

8 **(DO NOT READ)** Don't know

9 **(DO NOT READ)** Refused

ASK if HH3=1-6.

HH4. How many of these children have a personal cell phone?

___(1-6) **Record number (Enter 6 if 6 or greater)**

8 **(DO NOT READ)** Don't know

9 **(DO NOT READ)** Refused

ASK IF CHILDREN UNDER 18 NOW LIVING AT HOME: (HH1=1-6)

PAR1. (Is this child/Are any of these children)(INSERT. READ IN ORDER)

- a. Under age 5?
- b. 5 to 12 years old?
- c. 13 to 17 years old?

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF CHILDREN UNDER 18 NOW LIVING AT HOME: (HH1=1-6)

PAR2 Are you the parent or guardian of (this child/any of these children) under age 18 now living in your household?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

PAR3 Are you the parent or guardian of any adult children **age 18 or older** now living in your household?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

PAR4. Are any of your children currently enrolled in school, or college?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

RACE FOR ALASKA

Race1. What is your race? Are you White, Black, Asian, American Indian - Alaska Native or some other race?

- 1 White
- 2 Black
- 3 Asian
- 4 American Indian/Alaska Native
- 5 **(VOL)** Mixed/More than one race
- 6 **(VOL)** Other (SPECIFY)
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

RACE FOR HAWAII

Race2. What is your race? Are you White, Black, Asian, Hawaiian-Pacific Islander or some other race?

- 1 White
- 2 Black
- 3 Asian
- 4 Hawaiian-Pacific Islander
- 5 **(VOL)** Mixed/More than one race
- 6 **(VOL)** Other (SPECIFY)
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

RACE FOR ALL OTHER STATES

Race3 What is your race? Are you White, Black, Asian or some other race?

- 1 White
- 2 Black
- 3 Asian
- 4 **(VOL)** Mixed/More than one race
- 5 **(VOL)** Other (SPECIFY)
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

INC Last year, that is in 2008, what was your total family income from all sources, before taxes?
Just stop me when I get to the right category... [READ 1-9]

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 to under \$150,000
- 9 \$150,000 or more
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

Ask of people in dual-phone households (CELL SAMPLE AND Q4E=1) OR [LL SAMPLE AND Q4F=1] OR KID HAS CELL OR ADULT HAS CELL PHONE {HH2=1-6 OR HH4=1-6}

CL1 Of all the telephone calls that you and other people in your household receive, are **(READ 1-3 IN ORDER)**

- 1 All or almost all calls received on a cell phone
- 2 Some received on a cell phone and some on a regular home phone
- 3 Very few or none received on a cell phone
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Ask OF LL SAMPLE OR CELL SAMPLE IN HOUSEHOLD THAT HAS A LANDLINE.: (Q4e=1)

CL2. Not counting cell phones, how many phone lines with separate 10-digit phone numbers are in your household that are used to receive calls?

(READ IF NECESSARY: This does not include phone extensions with the same number of phone lines used only for faxing or internet access.)

Record number (1-3, 3=3 or more)

- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

ZIPCODE What is your zip code?

_____ **ENTER ZIPCODE**

99999 Don't know/Refused

ASK CELL PHONE SAMPLE ONLY:

MONEY10 That's the end of the interview. We'd like to send you \$5 for your time. Can I please have your full name and a mailing address where we can send you the money?

[INTERVIEWER NOTE: If R does not want to give full name, explain we only need it to send the \$5 out to them personally.]

1 **[ENTER FULL NAME] – INTERVIEWER: PLEASE VERIFY SPELLING**

2 **[ENTER MAILING ADDRESS]**

3 **[City]**

4 **[State]**

5 **[Confirm Zip code]**

9 Respondent does not want the money **(VOL.)**

THANK RESPONDENT: That concludes our interview. Have a nice day/evening.