

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

**FINAL Questionnaire
10/16/09**

Total n=5,000

National Survey

n=approx 2,500 Broadband Adopters

n=approx 2,500 Non-Adopters and others

Field Dates: October 19-November 23, 2009

Interview language: English and Spanish

FORM SPLIT A/B: 50-50

Job#: 29076

LANDLINE INTRO:

IF FIRST CALL OR NO PREVIOUSLY SELECTED RESPONDENT

Hello, my name is _____ and I'm calling for Princeton Survey Research on behalf of the Federal Communications Commission. We're conducting an important national opinion survey. We are not selling anything. To make sure our survey includes many different kinds of families, I'm going to start with a few questions about who lives in your household.

IF CALLBACK FOR PREVIOUSLY SELECTED RESPONDENT

Hello, my name is _____ and I'm calling for Princeton Survey Research on behalf of the Federal Communications Commission.. We're conducting an important national opinion survey. Could I please speak to the [INSERT AGE] year-old [INSERT GENDER **man/woman**] in the household?

IF SELECTED RESPONDENT

You have been selected to participate in this important national survey. We had called before and were unable to reach you. **GOTO MAIN INTERVIEW.**

WHEN SELECTED RESPONDENT COMES TO PHONE

Hello, my name is _____ and I'm calling for the for Princeton Survey Research on behalf of the Federal Communications Commission.. We're conducting an important national opinion survey. We are not selling anything. You have been selected to participate in this important national survey. We had called before and were unable to reach you. **GOTO R3.**

S1. May I please speak to the person age 18 or older in the household who had the most recent birthday?

- 1 Continue with current respondent– **GO TO MAIN INTERVIEW**
- 2 New respondent being brought to phone– **GO TO R2 Repeat Intro**
- 3 New respondent not available–**GO TO S2 TO SCHEDULE CALL BACK**
- 9 Refused–**THANK AND TERMINATE**

S2. I would like to call back at a later time to complete the interview. So that I can ask for that person when I call back, could you tell me his/her age?

- ___ Enter Age
- 99 Refused

**S2b. RECORD Sex of selected person. {If not obvious, Ask:
And could you tell me if this person is a man or a woman?}**

- 1 Man/Male -- **Schedule CALLBACK**
- 2 Woman/Female -- **Schedule CALLBACK**

R2. REPEAT INTRODUCTION

Hello, my name is _____ and I'm calling for Princeton Survey Research on behalf of the Federal Communications Commission. We're conducting an important national opinion survey.

CELL PHONE INTRO:

Hello, I am ___ calling for Princeton Survey Research on behalf of the Federal Communications Commission. 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 on behalf of the Federal Communications Commission. 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:

- S3. 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 S3=2, CONTINUE WITH MAIN INTERVIEW

IF S3=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 S3=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 Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and the internet. Others say they like having so much information to choose from. How about you... do you feel overloaded, or do you like having so much information available

- 1 Feel overloaded
- 2 Like having so much information available
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

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

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 IF HAVE DESKTOP OR LAPTOP COMPUTER (Q4c=1 OR Q4d=1)

Q4cd.1. How many working computers, both desktops and laptops, are there in your household?

- 1-10 (RECORD ANSWER)
- 11 11 or more
- 98 Don't know
- 99 Refused

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...**[INSERT IN ORDER]**?
- a. At home
 - b. At work
 - c. At a community center
 - d. At a public library
 - e. At church
 - f. At a friend or family member's house
 - g. At school

CATEGORIES

- 1 Yes
- 2 No
- 3 **(VOL.)** Do not work/Don't go to school or church
- 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) or Q4g=1

Q11.1 At home, do you connect to the internet through a slow-speed connection such as dial-up or do you have a high-speed, broadband connection?

- 1 Slow-speed connection
- 2 High-speed broadband connection
- 3 **(DO NOT READ)** Both/Neither
- 4 **(DO NOT READ)** Don't have internet at home
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF SLOW SPEED CONNECTION Q11.1=1

Q11.2 Just to confirm, you use a dial-up connection to the internet at home, not a higher-speed connection?

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

ASK IF HIGH SPEED Q11.1=2,3,8,9 or IF Q11.2=2,8,9

Q11.3 At home, do you now/ever use [INSERT ITEM in ORDER] to connect to the internet?

- a. A DSL-enabled phone line
- b. A cable modem
- c. A satellite connection
- e. A mobile broadband wireless connection for your computer or cell phone
- f. A fiber optic connection, such as FIOS
- d. A fixed wireless provider
- g. A T-1 connection
- h. A dial-up telephone line

CATEGORIES

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

DEFINITIONS:

Adopters – Access Internet at Home and Have Broadband at home (any Q11.3a-g=1)

Non-Adopters – 1) Internet User w/o Broadband at home (Q11.2=1) OR

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

3) Internet User who don't access at home (Q10=1) or (Q11.2=4)

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 LAPTOP Q4d=1

Q12. 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, do not use wireless broadband
- 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 adults living in your household have a personal cell phone?

- ___ (0-6) **Record number (Enter 6 if 6 or greater)**
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK INTERNET USERS AT HOME (Q9A=1 OR Q10=2 OR Q4G=1)

Q13. Including yourself, how many people in your household use the internet at home?

- 1-10 (RECORD ANSWER)
- 11 11 or more
- 98 Don't know
- 99 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...**[INSERT; READ AND RANDOMIZE]?**

ASK ITEMS A-H OF FORM A

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

ASK ITEMS I-P OF FORM B

- i. Get international or national news online
- j. Get information about or apply for a job
- k. Post to your own blog or a group blog in which you participate
- l. Get advice or information from a government agency about a health or safety issue
- m. Download or stream VIDEO files onto your computer so you can play them any time you want
- n. Do any banking online
- o. Take a class online for credit towards a degree of some kind, like a high school or college diploma or an advanced degree
- p. 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, **[INSERT IN ORDER]**...was this 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. To gain access to music, movies and other entertainment
- f. An internet provider made a special offer too good to pass up
- g. To share my photos or videos with family and friends
- h. To email and stay in touch with family and friends

CATEGORIES

- 1 Yes, this was a reason
- 2 No, this was not a reason
- 3 **(VOL.)** Don't work/Don't have children
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF YES TO SPECIAL OFFER (Q17F=1)

Q18 You said the Internet provider made you a special offer too good to pass up. Can you tell me what that offer was? **[OPEN-END; RECORD VERBATIM RESPONSE]**

- 1 Yes, gave answer **(SPECIFY)**
- 8 Don't know/Don't remember the offer
- 9 Refused

ASK Q19 IF MORE THAN ONE REASON FOR STARTING TO USE INTERNET: 2+ ITEMS IN Q17a-h=1

Q19. 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 Sharing my photos or videos with family and friends
- 8 Emailing or staying in touch with family and friends
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

COST/BUNDLES

CUT OLD Q19

ASK IF AT LEAST TWO SERVICES AT HOME AND INTERNET USER AT HOME:

(Q9a=1 or Q10=2)

AND

(Q4CT > 0, where Q4CT is a count variable of ... Q4a/b/e/f=1 or Q13=1)

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.]**

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

- 996 Nothing/Do not pay/
- 997 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

MOVE Q22 TO AFTER Q12.

ASK IF INTERNET ON SEPARATE BILL Q20c=1

Q22a. Thinking about your internet service at home, about how much do you pay, on average, for internet service each month, to the nearest dollar?

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

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

ASK IF Q22a=998 or 999

Q22b. 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 Q20f=1

Q23a. 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?

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

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

ASK IF Q23a=998 or 999

Q23b. 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 Q20E=2})**

Q24. Now thinking about the bill that includes your INTERNET access at home... What else is included on that bill? Does that bill include charges for **[INSERT IN ORDER]**?
FOR SUBSEQUENT ITEMS: What about charges for **[INSERT NEXT TIME]**?

ASK ITEM A IF Q20a=2

a. A cell phone

ASK ITEM B IF Q20b=2

b. A 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 INTERNET BILLED WITH OTHER SERVICES (Q20c=2)

Q25a. About how much, on average, is your TOTAL monthly bill for the bundled service package that includes your internet access?

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

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

ASK IF Q25a=998 or 999

Q25b. 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

Q26. 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: Q26=1

Q27a. About how much do you pay, on average, for internet service ALONE each month, to the nearest dollar?

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

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

ASK IF Q27a=998 or 999

Q27b. 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

Q28. 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 CELL PHONE SERVICE: Q28=1

Q29a. 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.]**

INTERVIEWER NOTE: If respondent gives range, enter midpoint

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

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

ASK IF Q29a=998 or 999

Q29b. 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 IF HAVE CELL PHONE (Q4f=1) or CELL PHONE SAMPLE

Q30. 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. Send or receive Instant Messages
- e. Access web pages on the internet
- f. Get a map or directions to another location
- g. Download or stream music or video
- h. 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 CELL PHONE OR CELL PHONE SAMPLE (Q4F=1 or Cell Sample)

Q31. 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 OF INTERNET USERS (Q8=1)

Q32. 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. Spyware and malware are
- c. An operating system is
- d. Refresh or Reload are
- e. A widget (WID-jet) is
- f. 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:

- Q33. During the past 12 months, have you ... **(INSERT IN ORDER)?**
- 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

- Q34. 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

- Q35. 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? (First/Next...**(INSERT. READ AND RANDOMIZE...)**
[READ AS NECESSARY: – would you prefer to contact the government about 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. Something happening in your community

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

ASK ALL

- Q36. 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: (Q8=1)

- Q37. How much, if at all, has the Internet improved the way you interact with the federal government – a lot, some, only a little, or not at all?
- 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 A HOME INTERNET USER (Q11.2=1 OR Q10=1)

Q38. Now, I'd like you to think about internet access on a high speed or broadband connection... 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 (Q11.2=1)

Q39. 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 (Q39=1)

Q40. 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 **(VOL.)** 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 (Q11.2=1)

Q41. Now, I'd like to read you a list of reasons why some people have NOT yet switched to a broadband internet connection. Please tell me if this is a reason for you, or not. (First/Next) ...**(INSERT. READ AND RANDOMIZE).**

[READ FOR FIRST ITEM, THEN AS NECESSARY: Is this a reason you have not yet switched to a broadband internet connection?]

- a The monthly cost is too expensive
- b It's not available where I live
- c I do not need the additional speed it would offer
- d I do not use the internet that much.
- e I do not want to enter into a long-term service contract
- f The activation or installation fee to get service is too much
- i 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 Q41 SERIES (Q41CT>1)

Q42. 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 Q41)**

- 1 Monthly cost is 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 (Q41A=1)

Q43. 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 per month?

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

- 997 Nothing/Not willing to spend on BB
- 998 Don't know
- 999 Refused

ASK IF BB NOT AVAILABLE IN THEIR AREA (Q41C=1)

- Q44. 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)

- Q45. 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 (Q45=1 OR Q31=1-11)

- Q46. And who is it in your household that uses the internet from home? **(PRECODED OPEN-END; ACCEPT UP TO FIVE RESPONSES) (IF NECESSARY, PROMPT: Anyone else?)**
- 1 You/Yourself
 - 2 Spouse/Partner
 - 3 Child/Children
 - 4 Grandchild/Grandchildren/Other Younger Relative
 - 5 Parent/Grandparent/Aunt/Uncle/Older Relative
 - 6 Other member of household not related to Respondent
 - 7 Other **(SPECIFY)**
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

ASK IF ANYONE IN HOUSE USES INTERNET. (Q45=1)

- Q47. 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)

- Q48. 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 (SPECIFY)
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

ASK IF CONNECTS SOME OTHER WAY (Q48=2)

- Q49. Do you happen to know if they connect to the Internet through a cable modem, a D-S-L line or some other way?
- 1 Cable modem
 - 2 DSL line
 - 3 Some other way (SPECIFY)
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

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

- Q50. 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)**. **[READ AS NECESSARY: Is this a reason why you don't have internet at home?]**
- a. Monthly cost is too expensive
 - b. The activation and installation fee to get service is too much
 - 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 Q50 (Q50CT>=2)

Q51. 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 Q52ITEM=1)**

- 1 Monthly cost is too expensive
2. The activation and installation fee to get service is too much
- 3 It's not available where I live
- 4 There is nothing on the internet I want to see or use
- 5 I cannot afford a computer.
- 6 The internet is just a waste of time.
- 7 I am worried about all the bad things that can happen if I use the internet.
- 8 I am not comfortable using a computer
- 9 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 GETTING INTERNET ACCESS AT HOME (Q50A=1)

Q52. 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 per month?

- _____ **(ENTER AMOUNT, IN DOLLARS; RANGE 1-996)**
- 997 Nothing/Not willing to pay for internet at home
 - 998 Don't know
 - 999 Refused

ASK THOSE WHO DON'T GO ONLINE AT HOME (Q10=1)

Q53. Now, I'd like to read you a list of reasons why some people do not use the Internet at home. Please tell me if this is a reason for you, or not. (First/Next)...**(INSERT; READ AND RANDOMIZE)**. **[READ AS NECESSARY: Is this a reason why you do NOT use internet at home?]**

- a. Monthly cost is too expensive
- b. The activation and installation fee to get service is too much
- 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 Q53 (Q53CT>=2)

Q54 Of the reasons you listed, which would you say is the MOST IMPORTANT reason for you not accessing the Internet at HOME....**(INSERT; READ ITEM IN SAME ORDER IF Q52ITEM=1)**

- 1 Monthly cost is too expensive
2. The activation and installation fee to get service is too much
- 3 It's not available where I live
- 4 There is nothing on the internet I want to see or use
- 5 I cannot afford a computer.
- 6 The internet is just a waste of time.
- 7 I am worried about all the bad things that can happen if I use the internet.
- 8 I am not comfortable using a computer
- 9 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 GETTING INTERNET ACCESS AT HOME
(Q53A=1)**

Q55. You said that the monthly cost was a reason why you do not access the internet at HOME. Can you tell me to the nearest dollar, how much would you be willing to spend on an internet connection at HOME per month?

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

- 997 Nothing/Not willing to pay for internet at home
- 998 Don't know
- 999 Refused

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

Q56. 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

ASK NON-INTERNET USERS WHO USED TO USE THE INTERNET (Q56=1)

Q57. When you used the internet or email, did you use a broadband or high-speed connection at HOME, or not?

- 1 Yes, used broadband at home
- 2 No, did not use broadband at home
- 3 **(VOL.)** No internet connection at home
- 8 **(DO NOT READ)** Don't know/
- 9 **(DO NOT READ)** Refused

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

Q58. 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)

Q59. 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
- 3 **(VOL.)** Already have internet connection at home
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF INTERESTED IN INTERNET (Q58=1 or Q59=1)

Q60. 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?

- 1 Very likely
- 2 Somewhat likely
- 3 Not too likely
- 4 Not likely at all
- 5 **(VOL.)** 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 (Q9a=1 or Q10=2)

Q61. How satisfied are you overall with your current internet service at home...very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?

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

ASK INTERNET USERS (Q8=1)

Q62. Now thinking about the activities you do online, please tell me how important this activity is to you...? (First,) [INSERT ITEM; RANDOMIZE]? How about [INSERT ITEM]?
[READ FOR FIRST ITEM, THEN AS NECESSARY: How important is this activity to you...very important, somewhat important, not too important or not important at all to you for this?]

- a. Keeping up with the news in my community
- b. Sharing content with others, such as photos, videos, or text
- c. Shopping online
- d. Making it easy to communicate with friends and family, even if they are far away.
- e. Playing games online
- f.. Watching TV shows, movies and other video 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

- Q63. 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) [IF NECESSARY: - Do you strongly agree, somewhat agree, somewhat DISagree, or strongly DISagree with this statement?]**
- a. The internet is too dangerous for children.
 - b. It is important for children to learn how to use the Internet.
 - c. The internet is a valuable source for information and learning.
 - d. There is too much pornography and offensive material on the internet.
 - e. People can be more productive using the internet.
 - f. 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)

- Q64. 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 were to start accessing the Internet, do you think you would use the Internet for...? **[INSERT. READ AND RANDOMIZE] - (First/Next)...Would you...(INSERT. READ AND RANDOMIZE..), or not?**

ASK ALL

- a. Keeping up with the news in my community
- b. Sharing content with others, such as photos, videos, or text
- c. Shopping online
- d. Making it easy to communicate with friends and family, even if they are far away.
- e. Playing games online
- f.. Watching TV shows, movies and other video 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

Dis001 Are you deaf or do you have serious difficulty hearing?

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

Dis002 Are you blind or do you have serious difficulty seeing even when wearing glasses?

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

Dis003 Because of a physical, mental, or emotional condition, Do you have serious difficulty concentrating, remembering, or making decisions?

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

Dis004 Do you have serious difficulty walking or climbing stairs?

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

Dis005 Do you have difficulty dressing or bathing?

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

Dis006 Because of a physical, mental, or emotional condition, Do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

- 1 Yes
- 2 No
- 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?
 ___ (0-6) **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?
 ___ (0-6) 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: (HH3=1-6)

- PAR1. **(IF HH3=1: Is this child.../IF HH3=2-6: 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: (HH3=1-6)

- PAR2. Are you the parent or guardian of **(IF HH3=1: this child / IF HH3=2-6: 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

CUT PAR 3

- PAR3. Are any of your children currently enrolled in school, or college?
 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

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

ASK ALL:

RACE1 Which of the following describes your race? You can select as many as apply.

[READ LIST. RECORD UP TO FOUR RESPONSES IN ORDER MENTIONED]

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 American Indian or Alaska Native
- 5 Native Hawaiian or other Pacific Islander.
- 6 (VOL) some other race
- 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 exact number (1-2)
- 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 INTERNET USERS (Q8=1)

SpeedTest We have one request. In order to make the information you have given us even more valuable to the FCC, we would ask you to go online and test the speed of your internet connection from home. You can do this by going to www.nationalspeedtest.com. You will be asked to enter the phone number you are talking on NOW to identify yourself. Do you think you will be able to do this in next few days? [IF NECESSARY, READ URL again: www.nationalspeedtest.com]

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