

Customer Satisfaction Tracker 2020 – Questionnaire with adults aged 16+

INTRODUCTION

Hello, welcome to Yonder Surveys. Thank you for agreeing to take our survey.

We're conducting a study on behalf of Ofcom, the independent regulator of telecommunications, which protects the interests of consumers.

The aim of the study is to understand how satisfied people are with the providers they use for their different communications services (such as home phones, mobile phones, TV services and the internet).

The questions will take about 10-15 minutes. You can refuse to participate or stop the survey at any point. The data we are collecting is for research purposes only and we rely on your consent to process the data.

Full details of why we collect data and how it is used can be found in our privacy statement.

Please click >> to continue.

SHOW QUESTION TO ALL RESPONDENTS IN WALES

W1. This survey will be presented in English. If you would prefer to take the survey in Welsh, we can arrange for the survey to be provided in Welsh at a later date. What would you prefer?

I'm happy to take the survey in English [CONTINUE SURVEY AS NORMAL]	1
I would prefer to take the survey in Welsh [ROUTE TO W2]	2

W2. Thank you for letting us know your preference for taking this survey in Welsh. We will contact you to ask for your participation again in a Welsh version of this survey in the near future.

[CLOSE SURVEY]

SCREENER SECTION

ASK ALL - SINGLE CODE

S1A. What is your gender?

Male	1
Female	2
Other/ prefer to use my own term – Please specify this term if you would like to	3
Prefer not to say	4

ASK ALL - SINGLE CODE

S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Yes	1
No	2
Prefer not to say	3

ASK ALL - SINGLE CODE

S2. What is your age?

TYPE IN AND CODE AS:

16-24 years	1
25-34 years	2
35-44 years	3
45-54 years	4
55-64 years	5
65-74 years	6
75 years or over	7

ASK ALL - SINGLE CODE

S2a. Which of the following describes where you live?

TYPE IN AND CODE AS:

Wales	1
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Scotland	2
North East	3
North West	4
Yorkshire and the Humber	5
West Midlands	6
East Midlands	7
East of England	8
London	9
South East	10
South West	11
Northern Ireland	12

ASK ALL - SINGLE CODE

S3A/B. Please tell us the employment status and occupation (where applicable) of the Chief Income Earner in your household.

The Chief Income Earner is the person with the largest income, whether from employment, pensions, state benefits, investments, or any other source.

If two or more related people in the household have equal income, please think of this question with the oldest in mind

The Chief Income Earner can be of either sex, with no preference to either.

Which of the following best describes the employment status of the Chief Income Earner in your household?

Full-Time employment (more than 29 hours a week) – Code using Grader	1
Part-Time employment (less than 29 hours per week) – Code using Grader	2
Retired / Widow / Widower	3
Student	4
Not working / Sick / Disabled	5

If Retired / Widow / Widower:

Does the Chief Income Earner has a Private Pension?

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Yes – Code via Grader using PREVIOUS occupation of the Chief Income Earner
No – Code as SEG E

If Student:

CODE AS C1

If Not working/Sick/Disabled/Working less than 8 hours per week:

CODE AS E

If working Full time / Part Time:

What is the occupation of Chief Income Earner? USE GRADER

Or if retired on a Private Pension

What was the PREVIOUS occupation of the Chief Income Earner? USE GRADER

ASK ALL – MULTICODE OK FOR CODES 1-4

S4. Which of these services do you or does your household have?

Mobile phone	1	
Landline phone (i.e. home phone)	2	
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	3	
Any Pay TV service through satellite, cable or broadband (such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV) [SHOW TEXT BELOW OPTION 4] Pay TV is a set of TV channels that you pay for and subscribe to that show broadcast TV channels (such as BBC, ITV, Channel 4 and so on). We do not mean on-demand streaming services (such as Netflix, NOW TV or Amazon Prime Video). **	4	
None of these	5	CLOSE

ASK IF HAVE FIXED BROADBAND BUT NOT LANDLINE AT S4 – SINGLE CODE

S5. Does your household pay line rental in order to receive your fixed broadband service? By line rental, we mean the rental of a fixed line to make calls if you plugged a phone into the line.

Because your household pays line rental to the landline provider to be able to receive the fixed broadband service, we are most interested in your landline service, even if no calls are made or received.

Yes, pay line rental for a fixed line	1	UPDATE S4 CODE 2
No	2	
Don't know	3	

SERVICE PROVIDER SECTION

ASK ALL – MULTICODE OK FOR CODES 1-4

Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?

Mobile phone	1	SHOW CODES SELECTED AT S4
Landline phone (i.e. home phone)	2	
Fixed broadband internet	3	
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	4	
None of these	5	CLOSE

ASK ALL – FILTERED BASED ON SERVICES RESPONSIBLE FOR AT Q1 – MULTICODE OK FOR CODES 1-4

Q2. Do you receive any of these services from the same provider?

If you have more than one set of services from the same provider (e.g. TV and landline from one provider, mobile and broadband from another), please tell us which services are in the package you consider to be the MAIN one, or the one your household spends the most on?

Mobile phone	1
Landline phone (i.e. home phone)	2
Fixed broadband internet	3
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	4
None of these	5

ASK FOR ALL SERVICES AT Q1– COVERING ANY SERVICES MENTIONED AT Q2 TOGETHER – SINGLE CODE PER PROVIDER

Q3. Which provider do you use for your [SERVICES AT Q1]? Please indicate which company you pay for this service, not the brand of your set top box or handset.

If you use more than one provider please answer about your MAIN provider.

Mobile phone service [MPSUP]	Fixed line Phone [LLSUP]	Fixed Broadband [BBSUP]	Pay TV Service [TVSUP]
EE	BT	BT	BT
giffgaff	EE	EE	Sky
O2	Plusnet	Plusnet	TalkTalk
Tesco Mobile	Sky	Sky	Virgin Media
Three	TalkTalk	TalkTalk	Other provider– SPECIFY
Virgin Mobile	Virgin Media	Virgin Media	
Vodafone	Other provider– SPECIFY	Other provider– SPECIFY	
Other provider– SPECIFY			

LANDLINE SECTION

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L1. Now we'd like to ask you some questions about your home landline service from [PIPE IN LLSUP SELECTED @Q3].

In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN LLSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE SINGLE SERVICE DECISION MAKER RESPONDENTS – THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

L2. And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN LLSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L3. And how satisfied are you with the RELIABILITY of your landline service from [PIPE IN LLSUP SELECTED @Q3]? By reliability, we mean being able to make a call when you need to and getting a dialling tone reliably.

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from [PIPE IN LLSUP SELECTED @Q3]. By this, we mean being able to clearly hear the other person on the call.

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

MOBILE SECTION

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M1. Now we'd now like to ask you some questions about your mobile phone service from [PIPE IN MPSUP SELECTED @Q3].

Which of these best describes the mobile phone package you personally use most often?

Prepay/ pay as you go – using top-ups	1	
Monthly contract/ SIM only – paying monthly	2	
Don't know	3	

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN MPSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL MOBILE SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

M3. And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN MPSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M4. And how satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from [PIPE IN MPSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4

Very dissatisfied	5
Don't know	6

FIXED BROADBAND SECTION

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN1. We'd now like to ask you some questions about your fixed broadband service from [PIPE IN BBSUP SELECTED @Q3].

Which of these fixed broadband services does your household have?

Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	2
Ultrafast broadband - the download speed is 100MB/second or higher	3
Don't know	4

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN BBSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

IN3. And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN BBSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN4. And how satisfied are you with the SPEED OF SERVICE while online from [PIPE IN BBSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN5. And how satisfied are you with the RELIABILITY of your fixed broadband service from [PIPE IN BBSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

PAY TV SECTION

ASK ALL PAY TV DECISION MAKERS AT Q1 – SINGLE CODE

PT1. We'd like to ask you some questions about your Pay TV service provided by [PIPE IN TVSUP SELECTED @Q3].

How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider [PIPE IN TVSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL PAY TV SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

PT2. And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN TVSUP SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

BUNDLE SECTION

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B1. Now we'd like to talk with you about the services that you have from the same supplier – so using [PIPE IN SERVICES PROVIDERS SELECTED @Q3] for your [PIPE IN SERVICES SELECTED @Q2].

In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN SERVICES PROVIDERS SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B2. And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN SERVICES PROVIDERS SELECTED @Q3]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

BENCHMARK SECTION

We'd now like to ask you some questions about other household services.

ASK ALL – MULTICODE OK FOR CODES 1-3

BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?

Gas supplier	1
Electricity supplier	2
Bank current account	3
None of these	4

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM2. Which bank do you use for your MAIN current account?

Bank of Scotland	1
Barclays	2
Co-op bank	3
First Direct	4
Halifax	5
HSBC	6
Lloyds	7
Nationwide	8
NatWest	9
RBS	10
Santander	11
TSB	12

Ulster Bank	13
Yorkshire Building Society	14
Other SPECIFY	15

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN BANK SELECTED @BM2]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL DECISION MAKERS FOR BOTH GAS & ELECTRICITY (CODE 1 AND 2 AT BM1) – SINGLE CODE

BM4. Do you use the same provider for both gas and electricity?

Yes	1
No	2
Don't know	3

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM5. Which supplier do you use for gas and electricity?

British Gas	1
Bulb	2
Co-op Energy/ The Co-operative Energy	3
EDF	4
E.ON UK	5
First Utility	6
Npower	7
Octopus	8
OVO Energy	9
Power NI	10
Sainsbury's Energy	11
Scottish Power	12
SSE	13
Utilita Energy	14
Utility Warehouse	15
Other SPECIFY	16
Don't know	17

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN UTILITY SUPPLIER SELECTED @BM5]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM7. Which supplier do you use for gas?

British Gas	1
Bulb	2
Co-op Energy/ The Co-operative Energy	3
EDF	4
E.ON UK	5
First Utility	6
Npower	7
Octopus	8
OVO Energy	9
Power NI	10
Sainsbury's Energy	11
Scottish Power	12
SSE	13

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Utilita Energy	14
Utility Warehouse	15
Other SPECIFY	16
Don't know	17

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM8. In terms of your gas service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN GAS SUPPLIER SELECTED @BM7]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM9. Which supplier do you use for electricity?

British Gas	1
Bulb	2
Co-op Energy/ The Co-operative Energy	3
EDF	4
E.ON UK	5
First Utility	6
Npower	7
Octopus	8
OVO Energy	9
Power NI	10
Sainsbury's Energy	11
Scottish Power	12
SSE	13
Utilita Energy	14
Utility Warehouse	15
Other SPECIFY	16
Don't know	17

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN ELECTICITY SUPPLIER SELECTED @BM9]?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

REASONS FOR DISSATISFACTION SECTION

ASK THOSE DISSATISFIED AT L1 (CODES 4 or 5)

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, [PIPE IN LLSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT M2 (CODES 4 or 5)

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, [PIPE IN MPSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

If you are dissatisfied with your coverage or reception please try and be as specific as possible, for example does it relate to a specific location i.e. indoors/ outdoors/ in particular parts of their home or office or everywhere etc.?

Please type in below

ASK THOSE DISSATISFIED AT IN2 (CODES 4 or 5)

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider, [PIPE IN BBSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT QPT1 (CODES 4 or 5)

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, [PIPE IN TVSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

NPS SECTION – RANDOMISE ORDER

ASK ALL LANDLINE DECISION MAKERS AT Q1

QN1. Based on your overall experience of using [PIPE IN LLSUP SELECTED @Q3] for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL MOBILE DECISION MAKERS AT Q1

QN2. Based on your overall experience of [PIPE IN MPSUP SELECTED @Q3] as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1

QN3. Based on your overall experience of [PIPE IN BBSUP SELECTED @Q3] as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL PAY TV DECISION MAKERS AT Q1

QN4. Based on your overall experience of [PIPE IN TVSUP SELECTED @Q3] as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL – SINGLE CODE PER ROW

QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree.

	Agree strongly	Agree Slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly
I try to keep up with technology	1	2	3	4	5
My friends tend to come to me if they have questions about technology	1	2	3	4	5
I'm as knowledgeable about these technologies as the next person	1	2	3	4	5

ASK ALL – MULTICODE OK FOR CODES 1-5

QC2. Which, if any, of these do you use the internet for?

Online shopping (purchasing goods/ services / tickets etc.) or online trading/ auctions (e.g. eBay)	1
Online banking	2
Finding/ downloading information for work/ business/ school/ college/ university	3
Accessing news	4
Using social networking (such as Facebook, Twitter, Instagram, Snapchat, LinkedIn)	5
None of these	6

ASK ALL – SINGLE CODE PER ROW

QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree...

	Agree strongly	Agree Slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly
Finding a cheaper deal is a priority for me	1	2	3	4	5
I look out for and use discount codes or discount vouchers whenever I can	1	2	3	4	5

SERVICE RELIANCE & TOLERANCE FOR ISSUES

ASK ALL

QCOVa How important or not, are each of these communications services to your household at the moment?

SINGLE CODE FOR EACH. ROTATE SERVICES. REVERSE RESPONSE CODES.

SHOW SERVICES IF USED	Not at all important	Not very important	Fairly important	Very important
Mobile phone (IF CODE 1 at Q1)	1	2	4	5
Landline phone (i.e. home phone) (IF CODE 2 at Q1)	1	2	4	5
Fixed broadband internet (IF CODE 3 at Q1)	1	2	4	5
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV] (IF CODE 4 at Q1)	1	2	4	5

ASK ALL

QCOVb To what extent has this changed as a result of the COVID-19 pandemic?

Please select one for each service.

SINGLE CODE FOR EACH. ROTATE SERVICES. REVERSE RESPONSE CODES.

SHOW SERVICES IF USED	The service has become more important	The service has become less important	No different
Mobile phone (IF CODE 1 at Q1)	1	2	3
Landline phone (i.e. home phone) (IF CODE 2 at Q1)	1	2	3
Fixed broadband internet (IF CODE 3 at Q1)	1	2	3
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV] (IF CODE 4 at Q1)	1	2	3

And finally, we'd like to ask you some questions about you and your household. These questions are used to help us to group different people we will speak with across the UK as part of this study."

ASK ALL

QC4. What is the total number of people in your household (including yourself and any children)?

TYPE IN

ASK ALL

QC5. And what is the total number of children aged under 18 in your household?

TYPE IN

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ASK IF RESPONDENT NOT WORKING AT S3A/B [CODES 3-5] AND MORE THAN ONE ADULT IN THE HOUSEHOLD BASED ON RESPONSE AT QC4 – OTHERS SKIP TO QC7

SINGLE CODE

QC6. Are any other adults in the household working either full time or part time?

Yes, somebody in the household is working	1
No members of the household are working	2
Refused	3

ASK ALL - SINGLE CODE

QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?

Yes	1
No [ROUTE TO QC10]	2

ASK ALL GIVING PERMISSION AT QC7 - MULTICODE OK FOR CODES 1-9

QC8. Which of these, if any, impact or limit your daily activities or the work you can do?

<u>Hearing</u> Poor hearing, partial hearing, or are deaf	1
<u>Eyesight</u> Poor vision, colour blindness, partial sight, or are blind	2
<u>Mobility</u> Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	3
<u>Dexterity</u> Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	4
<u>Breathing</u> Breathlessness or chest pains	5
<u>Mental abilities</u> Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	6
<u>Social/ behavioural</u> Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	7

<u>Your mental health</u> Anxiety, depression, or trauma-related conditions, for example	8
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	9
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	10
Prefer not to say	11
Don't know	12

ASK ALL - SINGLE CODE

QC10. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

	Per week	Per Year	
1.	Up to £199	Up to £10,399	1
2.	From £200 to £299	From £10,400 to £15,599	2
3.	From £300 to £499	From £15,600 to £25,999	3
4.	From £500 to £699	From £26,000 to £36,399	4
5.	From £700 to £999	From £36,400 to £51,999	5
6.	£1,000 and above	£52,000 and above	6
		Don't know	7
		Refused	8

THANK AND CLOSE