

Ofcom Technology Tracker 2021

How to complete this survey:

- Please follow the instructions and answer the questions in turn
- The survey is printed on both sides of the paper
- For each question, please tick or cross the box that best represents your view
- There are no right or wrong answers
- This paper questionnaire is for people who **do not go online or who only go online occasionally**
- If you go online more frequently than this please complete the **online** survey – details are in the letter sent with the questionnaires
- This survey is being carried out on behalf of Ofcom by Critical Research Ltd
- Further details, including the answers to some frequently asked questions are shown on the reverse of the letter sent with the questionnaires
- All information that you give us will be treated in the strictest confidence and your identity will not be passed on to a third party or connected to your answers in any way

Section A: Using the internet/ going online

A1 Please think about how much time you spend online across a typical week. Maybe using social media and messaging, watching films, TV and videos online, playing games online, on video calls, searching for information online, doing schoolwork or working from home. It could be using a mobile phone, laptop, tablet (like an iPad), computer, games console or Smart TV. Please think about weekdays and weekends, either at home or anywhere else.

How many HOURS in a typical WEEK would you say you spend online?

Please tick one option.

<input type="checkbox"/> None	PLEASE SKIP TO SECTION B
<input type="checkbox"/> Up to 2 hours	
<input type="checkbox"/> 3 to 5 hours	PLEASE CONTINUE TO QUESTION A2
<input type="checkbox"/> 6 to 8 hours	
<input type="checkbox"/> 9 to 11 hours	
<input type="checkbox"/> 12 to 15 hours	Please complete this survey online following the instructions provided in the letter
<input type="checkbox"/> 16 to 22 hours	
<input type="checkbox"/> Over 22 hours	
<input type="checkbox"/> Don't know/ unsure	

A2 What number from 1 to 10 best describes you where:

1 is someone who goes online only sometimes, perhaps to check messages or to look up something specific

10 is someone who is always online for social media or messaging, watching online videos, finding information online, and so on

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section B: Devices owned at home

B1 Which of these do you (or does anyone in your household) have in your home?

Please tick all that apply.

B2 And which do you personally use?

Please tick all that apply.

	B1 At home	B2 You use
A games console or games player (e.g. Sony PlayStation, Microsoft Xbox, Nintendo DS, Nintendo Switch)	<input type="checkbox"/>	<input type="checkbox"/>
An iPod or other portable media player	<input type="checkbox"/>	<input type="checkbox"/>
E-reader – digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	<input type="checkbox"/>	<input type="checkbox"/>
A DVD player- standard, Blu Ray or HD DVD	<input type="checkbox"/>	<input type="checkbox"/>
VR or virtual reality headsets (e.g. Oculus, PS VR, Samsung Gear VR, or HTC Vive)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Section C: Fixed line phone/ Home phone

C1 Is there a landline phone in your home that can be used to make and receive calls? (Not a mobile phone or internet voice service.)

Please tick ONE option only

<input type="checkbox"/> Yes – can use the landline phone to make <u>and</u> receive calls	SKIP TO QUESTION C3
<input type="checkbox"/> Yes – can receive but not make calls	
<input type="checkbox"/> Yes – but the line isn't working / needs repair	
<input type="checkbox"/> No, do not have a landline phone	CONTINUE TO QUESTION C2
<input type="checkbox"/> Don't know	

C2 Does your household have a landline which you use to receive a fixed broadband service? <i>Please tick ONE option only</i>	
<input type="checkbox"/> Yes	CONTINUE TO QUESTION C3
<input type="checkbox"/> No	<u>SKIP</u> TO SECTION D

C3 Which of these do you consider is your main supplier for your landline? <i>Please tick ONE option only</i>	
<input type="checkbox"/> BT	<input type="checkbox"/> SSE
<input type="checkbox"/> EE	<input type="checkbox"/> TalkTalk
<input type="checkbox"/> KCOM	<input type="checkbox"/> Tesco
<input type="checkbox"/> NOW TV	<input type="checkbox"/> The Phone Co-op/ The Co-operative
<input type="checkbox"/> Plusnet	<input type="checkbox"/> Utility Warehouse
<input type="checkbox"/> Post Office	<input type="checkbox"/> Virgin Media
<input type="checkbox"/> Shell Energy	<input type="checkbox"/> Vodafone
<input type="checkbox"/> Sky	
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> Don't know	

Section D: Mobile phone

D1 How many mobile phones in total do you and members of your household use? <i>Please tick ONE option only</i>	
<input type="checkbox"/> One	CONTINUE TO QUESTION D2
<input type="checkbox"/> Two	
<input type="checkbox"/> Three	
<input type="checkbox"/> Four or more	
<input type="checkbox"/> None	<u>SKIP</u> TO SECTION E
<input type="checkbox"/> Don't know	

D2 Do you personally use a mobile phone? IF YES - How many mobile phones with different telephone numbers do you use at least once a month? <i>Please include any phones used for work or other purposes.</i> <i>Please tick ONE option only</i>	
<input type="checkbox"/> One	CONTINUE TO QUESTION D3
<input type="checkbox"/> Two	
<input type="checkbox"/> Three	
<input type="checkbox"/> Four or more	
<input type="checkbox"/> No, none	<u>SKIP</u> TO QUESTION D8

D3 Which mobile network do you use most often?*Please tick ONE option only*

<input type="checkbox"/> Asda Mobile	<input type="checkbox"/> Smarty
<input type="checkbox"/> BT	<input type="checkbox"/> Talk Mobile
<input type="checkbox"/> EE	<input type="checkbox"/> TalkTalk
<input type="checkbox"/> Giffgaff	<input type="checkbox"/> Tesco
<input type="checkbox"/> iD Mobile (Carphone Warehouse)	<input type="checkbox"/> Three/ 3
<input type="checkbox"/> Lebara	<input type="checkbox"/> Utility Warehouse
<input type="checkbox"/> Lyca Mobile	<input type="checkbox"/> Virgin Media
<input type="checkbox"/> O2	<input type="checkbox"/> Vodafone
<input type="checkbox"/> Plusnet	<input type="checkbox"/> Voxi
<input type="checkbox"/> Sky Mobile	
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> Don't know	

D4 Which of these best describe the mobile package you use most often?*Please tick ONE option only*

<input type="checkbox"/> Pre-pay/ pay as you go – using top-ups	SKIP TO QUESTION D6
<input type="checkbox"/> Monthly contract or SIM-only – paying monthly	CONTINUE TO QUESTION D5
<input type="checkbox"/> Something else (write in below)	SKIP TO QUESTION D6
<input type="checkbox"/> Don't know	SKIP TO QUESTION D6

D5 When you signed up for your current mobile contract, did you get a phone handset with the contract or did you only get a SIM card?*Please tick ONE option only*

<input type="checkbox"/> Handset and contract	<input type="checkbox"/> SIM card only	<input type="checkbox"/> Don't know
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D6 Do you personally use a smartphone?*A smartphone can easily access emails, download files and apps, view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy.**Please tick ONE option only*

<input type="checkbox"/> Yes	CONTINUE TO QUESTION D7
<input type="checkbox"/> No	SKIP TO QUESTION D8

D7 Do you have a 4G or 5G service?*These are services that enable faster mobile internet access. 4G was launched in the UK in 2012 and 5G became available on some new mobile phones in 2019.**Please tick ONE option only – for the smartphone you use the most*

<input type="checkbox"/> Yes – 4G	<input type="checkbox"/> No, neither
<input type="checkbox"/> Yes – 5G	<input type="checkbox"/> Don't know

D8 Are any of the mobile phones used by other members of your household smartphones?
A smartphone can easily access emails, download files and apps, view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy.
Please tick ONE option only

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
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IF YOU PERSONALLY USE A MOBILE PHONE AT QUESTION D2 – PLEASE CONTINUE TO QUESTION D9

IF YOU DO NOT PERSONALLY USE A MOBILE PHONE - PLEASE SKIP TO SECTION E

D9 Which, if any, of these activities do you use your mobile phone for? <i>Please tick all that apply</i>		
D10 And which, if any, have you used your mobile phone for <u>more often</u> since the start of social distancing in March 2020 due to the outbreak of Covid-19? <i>Please tick all that apply</i>		
	D9 You use	D10 More often
PHONE FEATURES		
Listen to radio	<input type="checkbox"/>	<input type="checkbox"/>
Listen to music (not radio)	<input type="checkbox"/>	<input type="checkbox"/>
Listen to podcasts	<input type="checkbox"/>	<input type="checkbox"/>
Play games	<input type="checkbox"/>	<input type="checkbox"/>
Take photos	<input type="checkbox"/>	<input type="checkbox"/>
Record video clips	<input type="checkbox"/>	<input type="checkbox"/>
Listen to or read an e-book	<input type="checkbox"/>	<input type="checkbox"/>
MESSAGING/ CALLS		
Send/ receive SMS text messages	<input type="checkbox"/>	<input type="checkbox"/>
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	<input type="checkbox"/>	<input type="checkbox"/>
Make normal calls	<input type="checkbox"/>	<input type="checkbox"/>
Making <u>voice calls</u> using a VoIP service e.g. Skype, WhatsApp or Zoom	<input type="checkbox"/>	<input type="checkbox"/>
Making <u>video calls</u> e.g. via FaceTime, Skype, WhatsApp or Zoom	<input type="checkbox"/>	<input type="checkbox"/>
MOBILE WEB		
Send/ receive emails	<input type="checkbox"/>	<input type="checkbox"/>
General browsing/ surfing the internet	<input type="checkbox"/>	<input type="checkbox"/>
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	<input type="checkbox"/>	<input type="checkbox"/>
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	<input type="checkbox"/>	<input type="checkbox"/>
Accessing/ receiving news	<input type="checkbox"/>	<input type="checkbox"/>
Accessing/ receiving sports/ team news/ scores	<input type="checkbox"/>	<input type="checkbox"/>
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	<input type="checkbox"/>	<input type="checkbox"/>
Contactless mobile payment at checkouts e.g. Apple Pay, Google Wallet, contactless cards	<input type="checkbox"/>	<input type="checkbox"/>
Use your phone for Sat Nav or directions	<input type="checkbox"/>	<input type="checkbox"/>
Checked in somewhere by scanning a QR code with the NHS COVID-19 Test and Trace app	<input type="checkbox"/>	
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Section E: Internet

This section of questions is about the internet. This could be at home, at work or when you're out and about. It could be to check emails, use social media, to browse or buy things online, look at news online, using a smart speaker or watch a TV programme or video clip online.

E1 Does your household have any type of PC, laptop, netbook or tablet computer?

Please tick all that apply

<input type="checkbox"/> Yes – PC	<input type="checkbox"/> Yes – netbook
<input type="checkbox"/> Yes – laptop	<input type="checkbox"/> Yes – tablet computer (e.g. iPad)
<input type="checkbox"/> No	<input type="checkbox"/> Don't know

E2 Do you or does anyone in your household have access to the internet at HOME? This could be via any device e.g. PC, laptop, mobile phone, etc.

Please tick ONE option only

<input type="checkbox"/> Yes – have access and use at home	<input type="checkbox"/> No, do not have access at home
<input type="checkbox"/> Yes – have access but don't use at home	<input type="checkbox"/> Don't know

E3 Do you ever access the internet anywhere other than in your home at all?

IF YES – Where is that?

Please tick all that apply

<input type="checkbox"/> Your workplace	<input type="checkbox"/> While travelling
<input type="checkbox"/> School/ college/ University	<input type="checkbox"/> In cafés/ restaurants/ pubs/ bars
<input type="checkbox"/> Library	<input type="checkbox"/> In shops or shopping centres
<input type="checkbox"/> UK culture centre/ Learn Direct/ other online learning centres	<input type="checkbox"/> On public transport
<input type="checkbox"/> Internet café	<input type="checkbox"/> In leisure centres/ gyms/ sports grounds
<input type="checkbox"/> In someone else's home	<input type="checkbox"/> Outdoor areas such as parks
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> No, do not	

IF YOU DO NOT HAVE ACCESS TO THE INTERNET AT HOME AT QUESTION E2 – PLEASE CONTINUE TO QUESTION E4

IF YOU HAVE ACCESS TO THE INTERNET AT HOME - PLEASE SKIP TO SECTION F

E4 How likely are you to get internet access at home in the next 12 months?

Please tick ONE option only

<input type="checkbox"/> Certain to	SKIP TO SECTION F
<input type="checkbox"/> Very likely	
<input type="checkbox"/> Likely	
<input type="checkbox"/> Unlikely	CONTINUE TO QUESTION E5
<input type="checkbox"/> Very unlikely	
<input type="checkbox"/> Certain not to	
<input type="checkbox"/> Don't know	SKIP TO SECTION F

E5 Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? <i>Please tick all that apply</i>		
E6 And which one of these is your main reason? <i>Please tick ONE option only</i>		
	E5 All reasons	E6 Main reason
No need to go online/ not interested	<input type="checkbox"/>	<input type="checkbox"/>
Broadband set up costs are too high	<input type="checkbox"/>	<input type="checkbox"/>
Cost of a desktop, tablet or laptop computer to use the internet is too high	<input type="checkbox"/>	<input type="checkbox"/>
Cost of a mobile phone handset to use the internet is too high	<input type="checkbox"/>	<input type="checkbox"/>
Monthly cost of a fixed broadband service is too high	<input type="checkbox"/>	<input type="checkbox"/>
Monthly cost of a mobile phone service is too high	<input type="checkbox"/>	<input type="checkbox"/>
Getting online/ getting connected to the internet is too complicated	<input type="checkbox"/>	<input type="checkbox"/>
Using the internet is too complicated	<input type="checkbox"/>	<input type="checkbox"/>
Happy to use the internet at work/ elsewhere	<input type="checkbox"/>	<input type="checkbox"/>
Someone else can go online for me if necessary	<input type="checkbox"/>	<input type="checkbox"/>
Don't have broadband where I live	<input type="checkbox"/>	<input type="checkbox"/>
Broadband is too slow where I live	<input type="checkbox"/>	<input type="checkbox"/>
Concerned about security/ fraud/ privacy	<input type="checkbox"/>	<input type="checkbox"/>
Concerned about harmful/ offensive content	<input type="checkbox"/>	<input type="checkbox"/>
Poor eyesight	<input type="checkbox"/>	<input type="checkbox"/>
Other (write in)	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Section F: Radio

This section of questions is about radio, including digital radio.

F1 How many radios do you have in your home that you, or someone in the household, listen to in most weeks? *Please include any FM, AM or digital radios, including radios within alarm clocks or Hi-Fi systems. Please don't include car radios, and don't include any radio listening through computers, smart speakers, TVs or phones.*
Please tick ONE option only

F2 And how many of these radios are DAB radio sets?
Please tick ONE option only

	F1 Any Radios	F2 DAB Radios	
None	<input type="checkbox"/>	<input type="checkbox"/>	CONTINUE TO QUESTION F3
1	<input type="checkbox"/>	<input type="checkbox"/>	
2-3	<input type="checkbox"/>	<input type="checkbox"/>	SKIP TO QUESTION F5
4-5	<input type="checkbox"/>	<input type="checkbox"/>	
6-10	<input type="checkbox"/>	<input type="checkbox"/>	
11 or more	<input type="checkbox"/>	<input type="checkbox"/>	
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	

F3 How likely is it that your household will get a DAB radio in the next 12 months? <i>Please tick ONE option only</i>	
<input type="checkbox"/> Certain to	SKIP TO QUESTION F5
<input type="checkbox"/> Very likely	
<input type="checkbox"/> Likely	
<input type="checkbox"/> Unlikely	CONTINUE TO QUESTION F4
<input type="checkbox"/> Very unlikely	
<input type="checkbox"/> Certain not to	
<input type="checkbox"/> Don't know	SKIP TO QUESTION F5

F4 Which of these are reasons why you are unlikely to get a DAB radio? <i>Please tick all that apply</i>	
<input type="checkbox"/> No need	<input type="checkbox"/> Would never listen
<input type="checkbox"/> Happy to use existing service	<input type="checkbox"/> Will get it when I have to/ when switchover happens
<input type="checkbox"/> Happy to use analogue (FM/ AM) radio service	<input type="checkbox"/> Poor reception in our area
<input type="checkbox"/> Too expensive generally	<input type="checkbox"/> Not available in our area
<input type="checkbox"/> Don't know why I should	<input type="checkbox"/> Can receive through the TV service
<input type="checkbox"/> Can't afford it	
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> Don't know	

F5 During an average week, on how many days do you listen to the radio? <i>Please include all ways of listening, including at home, in the car, at work, on your mobile phone or smart speaker for example</i> <i>Please tick ONE option only</i>	
<input type="checkbox"/> 7 days a week	<input type="checkbox"/> 1 or 2 days a week
<input type="checkbox"/> 6 days a week	<input type="checkbox"/> Less often
<input type="checkbox"/> 5 days a week	<input type="checkbox"/> Never – do not listen to the radio
<input type="checkbox"/> 3 or 4 days a week	<input type="checkbox"/> Don't know

F6 Do you personally ever use a car at all – as a driver or passenger? IF YES – Which of these ways do you ever listen to audio content in a car? <i>Please tick all that apply</i>	
<input type="checkbox"/> Listen to live radio on an in-car FM or AM radio	<input type="checkbox"/> Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone
<input type="checkbox"/> Listen to live radio on an in-car DAB radio	<input type="checkbox"/> Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system
<input type="checkbox"/> Listen to digital radio on a mobile phone via an app such as RadioPlayer or Tuneln	<input type="checkbox"/> Listen to music stored on a phone
<input type="checkbox"/> Listen to live FM radio on a mobile phone	<input type="checkbox"/> Listen to a podcast via a mobile phone
<input type="checkbox"/> Listen to music on an in-car CD, tape or minidisc player	
<input type="checkbox"/> None of these	<input type="checkbox"/> Don't use a car

F7 How often – if at all – do you do each of these types of activities?

Please tick one option per row.

	At least daily	At least weekly	At least monthly	Less than once a month	Never	Don't know
Listen to live radio (so at the same time as the show is broadcast)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to catch-up radio (so after the show was originally broadcast)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to podcasts – audio shows available online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to a paid-for subscription music streaming service – e.g. Spotify Premium or Apple Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to a free music streaming service – e.g. Spotify Free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to an audiobook – perhaps from apps like Audible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to music videos online or through music TV channels as background listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play an interactive audio game using only your voice – such as The Inspection Chamber or Jeopardy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE CONTINUE TO QUESTION F8 TO ANSWER FOR EACH ACTIVITY YOU EVER DO AT QUESTION F7

IF NONE OF THESE APPLY - PLEASE SKIP TO SECTION G

F8 Which devices do you ever use for each activity?

Please tick all that apply at each row for the activities you ever do from question F7 – or skip to Section G

	FM/ AM radio	DAB radio	Internet/ Wi-Fi radio set	TV set	Smart speaker	Mobile phone	Tablet computer	Laptop/ desktop computer	Other device/s	Don't know
Listen to live radio (so at the same time as the show is broadcast)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to catch-up radio (so after the show was originally broadcast)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to podcasts – audio shows available online			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to a paid-for subscription music streaming service – e.g. Spotify Premium or Apple Music			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to a free music streaming service – e.g. Spotify Free			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to an audiobook – perhaps from apps like Audible			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to music videos online or through music TV channels as background listening			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play an interactive audio game using only your voice – such as The Inspection Chamber or Jeopardy					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section G: TV and video services

This section of questions is about TV and video services.

G1 Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films?

Please tick ONE option only

Yes – any working TV sets used in the household

SKIP TO QUESTION G3

No working TV sets used in the household

CONTINUE TO QUESTION G2

G2 Which of these are reasons why you don't have a television set in your household?

Please tick all that apply

Not interested in watching TV

Watch online TV/ video services (e.g. BBC iPlayer, Netflix, Amazon Prime Video) on another device

Don't want to pay the TV Licence

Can't afford to replace a broken TV set

Can't afford to pay the TV Licence

Too expensive to buy and install

Busy with other interests

Other (write in)

Don't know

THOSE ANSWERING QUESTION G2 – PLEASE NOW SKIP TO QUESTION G4

G3 Are any of your TV sets 'Smart TVs'?

It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Please tick ONE option only

Yes – and the TV is connected to the home broadband

No, do not have a smart TV

Yes – but the TV is not connected to the home broadband

Don't know

G4 Which of these do you or does anyone in your household use to watch programmes, sport or films? This could be live TV or on-demand or streaming services.

Please tick all that apply

TV set

Tablet computer (e.g. iPad)

Laptop/ computer/ netbook

Smartphone

None of these

Don't know

G5 Which – if any – of these TV services are used in your household to watch programmes, shows or films?

Please include watching on a TV set, tablet computer, laptop, mobile phone, or any other way

Please tick all that apply

Sky TV (with a monthly subscription)

BT TV

Virgin Media (cable TV subscription)

TalkTalk TV/ EE TV/ Plusnet TV or YouView

Freeview or Freeview Play

Freesat/ Sky TV (free service, no subscription)

None of these

Don't know

G6 Which – if any – of these other TV services are used in your household to watch programmes, shows or films?

Please include watching on a TV set, tablet computer, laptop, mobile phone, or any other way

Please tick all that apply

<input type="checkbox"/> BBC iPlayer	<input type="checkbox"/> S4C Clic (Welsh language)
<input type="checkbox"/> ITV Hub or STV Player (free)	<input type="checkbox"/> Sky on Demand or Sky Go
<input type="checkbox"/> ITV Hub+ (premium paid service with no adverts)	<input type="checkbox"/> Virgin TV Catch-up or Virgin Media Go
<input type="checkbox"/> All4 (free)	<input type="checkbox"/> Discovery+ (formerly Dplay)
<input type="checkbox"/> All4+ (premium paid service with no adverts)	<input type="checkbox"/> UKTV Play
<input type="checkbox"/> My5	<input type="checkbox"/> YouTube channels
<input type="checkbox"/> None of these	
<input type="checkbox"/> Don't know	

G7 Which – if any – of these paid-for on-demand services are used in your household to watch programmes, shows or films?

Please include watching on a TV set, tablet computer, laptop, mobile phone, or any other way

Please tick all that apply

<input type="checkbox"/> Netflix	<input type="checkbox"/> Britbox
<input type="checkbox"/> Amazon Prime Video	<input type="checkbox"/> Apple TV+
<input type="checkbox"/> Disney+	<input type="checkbox"/> Acorn TV
<input type="checkbox"/> NOW TV Entertainment Pass or NOW TV Cinema Pass	
<input type="checkbox"/> None of these	
<input type="checkbox"/> Don't know	

G8 Which – if any – of these are used in your household to watch programmes, shows or films?

Please include watching on a TV set, tablet computer, laptop, mobile phone, or any other way

Please tick all that apply

<input type="checkbox"/> Amazon Fire TV (plug in stick, plug in box or cube)	<input type="checkbox"/> NOW TV Smart Stick
<input type="checkbox"/> Google Chromecast	<input type="checkbox"/> Apps you can use on your TV set to stream programmes on-demand
<input type="checkbox"/> Roku	<input type="checkbox"/> Facebook Watch
<input type="checkbox"/> Apple TV box	<input type="checkbox"/> Twitter
<input type="checkbox"/> None of these	
<input type="checkbox"/> Don't know	

G9 Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix?

Please tick all that apply

<input type="checkbox"/> I have specific programmes I watch regularly	<input type="checkbox"/> If it's 'recommended for you' on the on-demand service
<input type="checkbox"/> I browse through the channels to see what's available	<input type="checkbox"/> Friends or family recommend things to me
<input type="checkbox"/> I browse through the options on the on-demand service/s to see what's available	<input type="checkbox"/> Mentions on social media
<input type="checkbox"/> I look in newspapers or magazines	<input type="checkbox"/> Starts automatically/ autoplay
<input type="checkbox"/> I see it promoted in trailers or adverts or notifications	<input type="checkbox"/> It's discussed or reviewed on TV, radio or in newspapers or magazines
<input type="checkbox"/> If it's 'recommended for you' at the top of the on-screen TV guide	
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> Don't know	

PLEASE ANSWER QUESTION G10 IF YOU HAVE ANY OF THESE PAID-FOR SERVICES AT QUESTION G6 OR QUESTION G7

IF NOT, PLEASE SKIP TO SECTION H

G10 Which – if any – of these are reasons why your household took out each of the paid-for subscriptions for TV and video services (QUESTIONS G6 AND G7)?								
<i>Please tick all that apply for each service your household pays for at questions G6 and G7</i>								
	Netflix	Amazon Prime Video	Disney+	NOW TV	ITV Hub+	Britbox	All4+	Apple TV+
To obtain free delivery		<input type="checkbox"/>						
To take advantage of a free trial or promotional offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch exclusive TV content not available elsewhere/ original series made by the provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch a specific programme/ series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To access a back catalogue of TV programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To access a back catalogue of films	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To access new movie releases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch at a time that suits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch multiple episodes in a row/ to watch box sets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch something different to the programmes on main TV/ broadcast TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper than buying DVDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I saw it advertised and it looked interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No advertising breaks in the programmes/ shows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can watch it when I'm away from home/ abroad/ on holiday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To replace a TV subscription that I/ we cancelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommended by friend/ family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To watch during lockdown in 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free when I bought Apple device								<input type="checkbox"/>
Other reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section H: About you

The final section is to find out more about you and your household, to help us to compare different groups of people. The questions will not be used to attempt to identify you, but if you would prefer not to answer please indicate by ticking the 'prefer not to say' box.

H1 Which one of these options best describes your gender? <i>Please tick ONE option only</i>	
<input type="checkbox"/> Male	<input type="checkbox"/> Prefer to use my own term
<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say

H2 How old are you?	
<input type="checkbox"/> Please write in your age in years: _____	<input type="checkbox"/> Prefer not to say

H3 How many people are there in your household in total (including yourself and any children)?	
<input type="checkbox"/> Please write in the total number of people: _____	<input type="checkbox"/> Prefer not to say

IF YOU LIVE ALONE, PLEASE SKIP TO QUESTION H5

H4 And what is the total number of children in the household aged under 18? Please include yourself if you are aged under 18.	
<input type="checkbox"/> Please write in the total number of people aged under 18: _____	<input type="checkbox"/> Prefer not to say

H5 Which of these describes your home? <i>Please tick ONE option only</i>	
<input type="checkbox"/> Being bought on a mortgage	<input type="checkbox"/> Rented from Local Authority/ Housing Association/ Trust
<input type="checkbox"/> Owned outright by household	<input type="checkbox"/> Rented from private landlord
<input type="checkbox"/> Other (write in)	<input type="checkbox"/> Prefer not to say

H6 Which of these best describes the chief income earner in your household?
If you/ they are retired and living on a private pension, please choose your description based on what you/ they did before you/ they retired.
If you/ they have been unemployed for six months or less, please choose your description based on your/ their most recent main job.
If currently 'on furlough' please respond based on the usual employment status
Please tick ONE option only

<input type="checkbox"/> Very senior management; top level civil servant or professional (e.g. surgeon; partner in a law firm; regional bank manager; board director of medium/ large firm)
<input type="checkbox"/> Senior or middle management in large organisation; owner of small business; principal officer in civil service/ local government
<input type="checkbox"/> Junior management or professional; or administrative (e.g. most office workers; accounts clerk; secretary; police sergeant; nurse)
<input type="checkbox"/> Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.
<input type="checkbox"/> Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.
<input type="checkbox"/> Looking after family/ housewife/ househusband
<input type="checkbox"/> Unemployed
<input type="checkbox"/> Student
<input type="checkbox"/> Retired and on state pension ONLY (If retired but not only on state pension, please indicate the occupation just before retirement)
<input type="checkbox"/> Prefer not to say

H7 Which of these best describes your current situation?
Please tick one option.

<input type="checkbox"/> In full time employment (including if furloughed)	<input type="checkbox"/> A student
<input type="checkbox"/> In part time employment (including if furloughed)	<input type="checkbox"/> Full-time responsibility for home/ family
<input type="checkbox"/> Retired	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Unemployed	

IF YOU ARE NOT CURRENTLY WORKING, PLEASE SKIP TO QUESTION H9

H8 Are you currently working from home at all?
Please tick ONE option only

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
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H9 Who makes any of the decisions about the different services in your household?				
<i>Please tick all that apply for each of the services in your household</i>				
	Landline phone	Mobile phone	Fixed broadband	Pay TV service
I do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Husband/ male partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wife/ female partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Father	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mother	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Son	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daughter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Male housemate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Female housemate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else in the household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else outside of the household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

H10 Which of these – if any – impact or limit your daily activities or the work you can do?	
<i>Please tick all that apply</i>	
<input type="checkbox"/> Hearing (Poor hearing, partial hearing, or are deaf)	<input type="checkbox"/> Mental abilities (Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration)
<input type="checkbox"/> Eyesight (Poor vision, colour blindness, partial sight, or are blind)	<input type="checkbox"/> Social/ behavioural (Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.)
<input type="checkbox"/> Mobility (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)	<input type="checkbox"/> Your mental health (Anxiety, depression, or trauma-related conditions, for example)
<input type="checkbox"/> Dexterity (Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.)	<input type="checkbox"/> Other illnesses/ conditions which impact or limit your daily activities or the work you can do
<input type="checkbox"/> Breathing (Breathlessness or chest pains)	
<input type="checkbox"/> Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	
<input type="checkbox"/> Prefer not to say	

H11 How would you describe your national identity?*Please tick ONE option only*

<input type="checkbox"/> English	<input type="checkbox"/> Northern Irish
<input type="checkbox"/> Scottish	<input type="checkbox"/> British
<input type="checkbox"/> Welsh	<input type="checkbox"/> Irish
<input type="checkbox"/> Other (write in)	<input type="checkbox"/> Prefer not to say

H12 Which one of these groups best describes your ethnic group or background??*Please tick ONE option only*

WHITE
<input type="checkbox"/> English/ Welsh/ Scottish/ Northern Irish/ British
<input type="checkbox"/> Irish
<input type="checkbox"/> Gypsy, Traveller or Irish Traveller
<input type="checkbox"/> Roma
<input type="checkbox"/> Any other white background
MIXED/ MULTIPLE ETHNIC GROUPS
<input type="checkbox"/> White and Black Caribbean
<input type="checkbox"/> White and Black African
<input type="checkbox"/> White and Asian
<input type="checkbox"/> Any other mixed/ multiple ethnic background
BLACK AND BLACK BRITISH
<input type="checkbox"/> Caribbean
<input type="checkbox"/> African
<input type="checkbox"/> Any other Black/ Black British/ African/ Caribbean background
ASIAN AND BRITISH ASIAN
<input type="checkbox"/> Indian
<input type="checkbox"/> Pakistani
<input type="checkbox"/> Bangladeshi
<input type="checkbox"/> Chinese
<input type="checkbox"/> Any other Asian background
OTHER ETHNIC GROUP
<input type="checkbox"/> Arab
<input type="checkbox"/> Any other ethnic background
<input type="checkbox"/> Prefer not to say

H13 Thinking of your total monthly household income and outgoings, at the moment how does your household financial situation compare with a typical month before the social distancing measures started in March 2020 due to the outbreak of Covid-19?

Please tick ONE option only

<input type="checkbox"/> Much better off	<input type="checkbox"/> Slightly worse off
<input type="checkbox"/> Slightly better off	<input type="checkbox"/> Much worse off
<input type="checkbox"/> About the same	<input type="checkbox"/> Don't know
<input type="checkbox"/> Prefer not to say	

H14 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 housing benefit, as well as any income from employment.

Please note – if you or anyone in the household is currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 household income

Please tick ONE option only

	Per week	Per Year
<input type="checkbox"/>	Up to £199	Up to £10,399
<input type="checkbox"/>	From £200 to £299	From £10,400 to £15,599
<input type="checkbox"/>	From £300 to £499	From £15,600 to £25,999
<input type="checkbox"/>	From £500 to £699	From £26,000 to £36,399
<input type="checkbox"/>	From £700 to £999	From £36,400 to £51,999
<input type="checkbox"/>	From £1,000 to £1,499	From £52,000 to £77,999
<input type="checkbox"/>	£1,500 and above	£78,000 and above
<input type="checkbox"/>	Don't know	
<input type="checkbox"/>	Prefer not to say	

H15 Do you or anyone in your household currently receive any of the following benefits?

Please tick all that apply

<input type="checkbox"/> Income support
<input type="checkbox"/> Income-based Jobseeker's Allowance
<input type="checkbox"/> Pensions Credit (Guaranteed Credit)
<input type="checkbox"/> Pensions Credit (no Guaranteed Credit)
<input type="checkbox"/> Employment and Support Allowance (ESA)
<input type="checkbox"/> Universal Credit (and household has other earnings)
<input type="checkbox"/> Universal Credit (and household has no other earnings)
<input type="checkbox"/> Personal Independence Payment (PIP)
<input type="checkbox"/> Carer's allowance
<input type="checkbox"/> Some other benefit (Please write in)
<input type="checkbox"/> None of these – Do not receive any of these benefits
<input type="checkbox"/> Don't know
<input type="checkbox"/> Prefer not to say

Close

CL1 That's the end of the survey now, thank you very much for your time and opinions, we do appreciate it.

We would like to offer a 'thank-you' of a £10 high street gift card which will be posted to you at the address this survey was sent to. Please allow up to 2 weeks from date of posting.

Please enter your name and a contact telephone number below:

Name:

Tel:

CL2 Ofcom conduct a wide variety of research projects each year to meet their responsibilities as the UK regulator for communications services.

Because of the current restrictions, the types of research that can be conducted are much more limited and so we are asking those who take part in Ofcom research if they would be prepared to take part in future research for Ofcom.

We would not contact you more often than once every three months and there would be an Amazon voucher or shopping voucher as a thank you for taking part each time.

Would you be happy to take part in future research conducted for Ofcom?

Please tick all that apply

Yes – by post/ returning a paper questionnaire

Yes – online
(Please write in your email address here)

Yes – by phone
(Please write in your telephone number here if not already provided above)

No – would prefer not to

Please place your completed survey in the reply paid envelope provided and send it back.