

OFCOM DETAILED LOSS IN SERVICE QUANTITATIVE RESEARCH – 22632

Final Questionnaire Version

NOTE TO SCRIPTER:

- **Do not show question numbers on html questionnaire**
- **Do not show section headings**
- **Include back and next buttons on each page**
- **Ask all screening questions (QS1-QS5B) before closing those that don't qualify, unless otherwise specified within questionnaire**
- **All piped in services lost text throughout to be in green font**
- **Include percentage completion display**

ONLINE INVITATION

Panel provider will send invitation to their panellists. Within the invitation is an indication of the subject matter – i.e. study relating to communications services they use.

INTRODUCTION

This study is being conducted for Ofcom, the regulator for the UK communications industry. Ofcom is very interested in hearing your views on a variety of things including home phones, broadband and pay TV. The survey will last up to 10 minutes.

SCREENER ON QS1 TO BE PLACED BEFORE QS1A.

ASK ALL

QS1 (TPQA1) For which, if any, of the following services are you solely or jointly responsible for deciding which provider to use?

MULTI CODE

- | | | |
|---|---|-------|
| Fixed home telephone line | 1 | |
| Fixed home broadband | 2 | |
| Pay TV service (via a cable, satellite or a broadband connection) | 3 | |
| None of the above – exclusive | 4 | CLOSE |
| Don't know – exclusive | 5 | CLOSE |

QS1A (TPQA3) What is your age?

Please type in.

SCRIPTER PLEASE CODE TO THE FOLLOWING AGE BANDS

- | | |
|---------|---|
| 16 - 17 | 1 |
| 18 - 24 | 2 |
| 25 - 34 | 3 |
| 35 - 44 | 4 |
| 45 - 54 | 5 |
| 55 - 64 | 6 |
| 65 + | 7 |

RESPONDENTS AGED 15 OR UNDER TO BE SCREENED OUT.

SCREENER TO BE PLACED BEFORE QS2.

SCREENING

ASK ALL

QS2 (TPOMNQB1) Which of the following services do you/your household have?

Please select all that apply. MULTICODE.

A landline or fixed line phone service which can be used for making and receiving calls (whether used or not)1

A fixed broadband service through a phone line or cable service into the home (not access through a mobile phone or a 'dongle' you may plug into a USB)2

A Pay TV service via cable TV, satellite TV or a broadband connection which you pay for (such as from Virgin Media, Sky, TalkTalk TV or BT TV)3

Other paid TV or video services (such as Netflix, Amazon Prime Instant Video, Now TV etc.) 4 (if only close)

A mobile phone service/SIM as part of a package with your fixed line, broadband or Pay TV service..... 5 (if only close)

None of these (SINGLE CODE)6 CLOSE

SCREEN OUT IF RESPONDENT DOES NOT CODE AT LEAST ONE OF ANSWERS 1, 2 OR 3

ASK THOSE WITH A FIXED BROADBAND SERVICE AND NO LANDLINE AT QS2

QS2A (TPOMNQB1A) Does your household pay line rental in order to receive the fixed broadband service?

Please select one.

SINGLE CODE

- 1. Yes
- 2. No
- 3. Don't know

IF RESPONDENT CODES 1 AT QS2A, THEN THEY SHOW FIXED LANDLINE/LINE RENTAL FOR ALL SUBSEQUENT QUESTIONS AS RELEVANT.

ASK ALL

QS3 (TPOMNQB3) For each service you have in your home, which of the following best describes when, if at all, you most recently switched or changed the company that provides each service?

Please note – this could include changing from having one provider for all your services to using multiple providers, or vice versa (i.e. moving from two or three different providers to one provider for all your services).

Please select one for each service. SINGLE CODE FOR EACH. SHOW SERVICES CURRENTLY USED AT QS2

		Fixed landline/ line rental	Fixed broadband	Pay TV service
1	In the last 3 months			
2	In the last 4-6 months			
3	In the last 7-12 months			
4	In the last 13-18 months			
5	In the last 19-24 months			
6	In the last 2-3 years			
7	More than 3 years ago			
8	No – never changed provider			
9	Don't know			

IF NO SERVICES SWITCHED IN THE LAST 2 YEARS (CODES 1-5), OR 3 YEARS FOR RECONTACT (CODES 1-6), THEN SKIP TO QS5B

ASK ALL THAT SWITCHED MORE THAN ONE SERVICE IN THE PAST 24 MONTHS (CODES 1-5) AT QS3 WITHIN THE SAME TIME BAND.

IF RECONTACT SWITCHER SAMPLE ASK ALL THAT SWITCHED ONE SERVICE IN THE PAST 3 YEARS (CODES 1-6) AT QS3 WITHIN THE SAME TIME BAND.

IF RESPONDENT DOES NOT MEET THE ROUTING CONDITION TO BE ASKED THIS QUESTION, THEN AUTOMATICALLY CODE INTO "NONE OF THESE" IN THE SCRIPT AND ASK QS4A.

QS4 (TPQB4) Which of these services did you switch at the same time?

Please select all that apply. MULTI CODE.

SHOW SERVICES SWITCHED WITHIN THE SAME TIME BAND.

VALIDATION: RESPONDENT MUST SELECT AT LEAST TWO OR NONE OF THESE.

Fixed landline/line rental

Fixed broadband

Pay TV service

None of these EXCLUSIVE

IF ANY SERVICE NOT SWITCHED AT THE SAME TIME AS ANY OTHER AT QS4, BUT SWITCHED WITHIN THE SAME TIME BAND AT QS3 THEN ASK

QS4NEW Please rank the services you switched below in the order you switched them putting the **most recent** first and **least recent** last?

Please select all that apply. MULTI CODE.

SHOW SERVICES SWITCHED WITHIN THE SAME TIME BAND AT QS3, BUT NOT AT THE SAME TIME AT QS4.

IF RESPONDENT SWITCHED ALL THREE SERVICES WITHIN THE SAME TIME BAND AT QS3, BUT SWITCHED ONLY TWO OF THEM AT THE SAME TIME AT QS4, THEN SHOW SERVICES SWITCHED AT THE SAME TIME, AS THE SAME RESPONSE CODE.

- Fixed landline/line rental
- Fixed broadband
- Pay TV service
- Don't know/not sure

ASK ALL FOR EACH SERVICE THAT HAS BEEN SWITCHED IN THE PAST 24 MONTHS (CODE 1-5) (IN THE PAST 3 YEARS, CODES 1-6, IF RECONTACT SWITCHER SAMPLE) AT QS3

QS4A (TPOMNQB8) Are any of the following relevant to the most recent time you switched your <INSERT SERVICES FROM EACH SWITCHING OCCASION>communications providers?

Please select all that apply. MULTICODE.

- ASK ALL: Switched at same time as I moved home 1
- ASK ALL: I didn't choose to switch, but I was a customer of Virgin Media National (i.e. not Virgin Media's cable service) and they moved my/our service to TalkTalk 2
- ASK IF ANY ONE OF THE SERVICES SWITCHED AT QS3 WAS BROADBAND: I had to get a code from my previous broadband provider and give it to my new broadband provider, i.e. a MAC (Migration Authorisation Code) 3
- None of these 4
- Don't know/don't recall 5

N.B. RESPONDENT NOT TO BE ALLOCATED TO THE SWITCHER GROUP IF ANY OF CODES 1-3 ABOVE APPLY FOR A SERVICE INCLUDED IN A SWITCH.

IF RESPONDENT CODES 1-3 FOR A SERVICE INCLUDED IN A SWITCHING OCCASION (THIS INCLUDES BOTH A SOLUS SWITCH AND A SWITCH ALONGSIDE ANOTHER SERVICE AT QS4, EVEN IF THE OTHER SERVICE WAS NOT LOST), THEN THEY CANNOT CONTINUE BASED ON THIS SWITCHING OCCASION. IF THEY DID NOT HAVE A SWITCHING OCCASION WHEN 1-3 DID NOT APPLY, THEN THEY CANNOT BE ASSIGNED TO SWITCHER SAMPLE. HOWEVER THEY SHOULD STILL BE ASKED QS5B TO TEST FOR NON-SWITCHER SAMPLE.

MONITOR SAMPLE OF TRIPLE/DUAL SWITCHERS WITH LOSS OF SERVICE

ASK ALL WITH A RELEVANT SERVICE AT QS2/2A AND **SWITCHED** PAST 24 MONTHS (CODES 1-5) AT QS3.

IF SERVICES SWITCHED IN DIFFERENT TIME BANDS AT QS3 OR NOT AT THE SAME TIME AT QS4, THEN TREAT AS SEPARATE OCCASIONS AND ASK QS5A SEPARATELY FOR EACH.

IF TWO OR MORE SERVICES SWITCHED AT THE SAME TIME AT QS4, THEN ASK QS5A FOR THESE SERVICES TOGETHER.

MOST RECENT SWITCH ALLOCATION: IF YES AT QS5A FOR DIFFERENT SWITCHING OCCASIONS, PIPE SERVICES FROM MOST RECENT SWITCH INTO QUESTION TEXT WHERE 'MOST RECENT SWITCH ALLOCATION' IS INDICATED FOR MOST RECENT SWITCH (FROM QS3) DURING WHICH A SERVICE WAS LOST.

IF MULTIPLE QUALIFYING (I.E. NOT EXCLUDED BY QS4A) SWITCHES IN MOST RECENT TIME BAND FROM QS4 AND NOT AT THE SAME TIME AT QS4NEW, THEN ALLOCATE BASED ON FIRST RANKED AT QS4NEW. IF DON'T KNOW AT QS4NEW, THEN PRORITISE PAY TV AND BROADBAND OVER LANDLINE AND ALLOCATE LEAST COUNT BETWEEN THE TWO IF BOTH LOST WITHIN THE SAME TIME BAND BUT NOT AT THE SAME TIME.

RECONCONTACT SWITCHER SAMPLE ASK ALL THAT SWITCHED ONE SERVICE IN THE PAST 3 YEARS (CODES 1-6) AT QS3 WITHIN THE SAME TIME BAND.

N.B. IF RE-CONTACT SAMPLE DOES NOT QUALIFY AS SWITCHER, THEY CAN STILL QUALIFY AS NON-SWITCHER.

QS5A (TPQG8) Thinking back to when you switched your [Fixed landline; Fixed Broadband; Pay TV], did you experience any period of time without any of your services?

Please select one.

SINGLE CODE.

1. Yes
2. No
3. Don't know/can't recall

ALWAYS ASK QS5B IF DO NOT QUALIFY FOR SWITCHING SAMPLE

ASK ALL **NOT SWITCHED** IN THE PAST 24 MONTHS (CODES 1-5) AT QS3 OR IF NO OR DK (CODES 2/3) AT QS5A

QS5B (NEWQG8A) In the last 2 years have you experienced any period of time without any of your [SHOW SERVICES CURRENTLY USE AT QS2/QS2A Fixed landline; Fixed Broadband; Pay TV] services?

Please select one.

SINGLE CODE.

1. Yes
2. No
3. Don't know/can't recall

ALL MUST HAVE HAD A PERIOD WITHOUT SERVICE (CODE 1 AT QS5A OR QS5B) TO CONTINUE, OTHERWISE CLOSE. ALLOCATE TO SAMPLE TYPE AND MONITORING QUOTA AS RELEVANT.

SWITCHER SAMPLE: IF YES (CODE 1) AT QS5A.
NON-SWITCHER SAMPLE: IF YES (CODE 1) AT QS5B.
N.B. RESPONDENT SHOULD ONLY BE ALLOCATED TO ONE SAMPLE GROUP.
FOR BOTH SHOW SERVICES USED AT QS2/2A AT QA1.

LOSS OF SERVICE

ASK ALL. SHOW ALL SERVICES CURRENTLY USE AT QS2/QS2A. IF ONLY USE ONE SERVICE AUTOMATICALLY POPULATE RESPONSE WITH SERVICE AND HIDE THE QUESTION,

QA1 (TPQG9) Which service or services did you lose for a period of time **[[SWITCHERS]]** when you **switched** your INSERT SERVICES FROM '**MOST RECENT SWITCH ALLOCATION'**?

Please select all that apply.

MULTI CODE. RANDOMISE. SHOW RELEVANT SERVICES FROM ALLOCATION AFTER QS5B.

1. Fixed landline
2. Fixed broadband
3. Pay TV

ASK THOSE WHO LOST FIXED BROADBAND SERVICE AND NOT LANDLINE AT QA1 (AND HAVE BOTH SERVICES 1,2 AT S2/QS2A)

QA2A When you lost access to your broadband service did you also lose your fixed landline service?

Please select one.

SINGLE CODE

1. Yes
2. No – I don't think so
3. No – I definitely did not
4. Don't know

ASK THOSE WHO LOST FIXED LANDLINE SERVICE AND NOT BROADBAND AT QA1 (AND HAVE BOTH SERVICES 1,2 AT S2/QS2A)

QA2B When you lost access to your fixed landline service did you also lose your broadband service?

Please select one.

SINGLE CODE

1. Yes
2. No – I don't think so
3. No – I definitely did not
4. Don't know

ASK NON SWITCHERS WHO LOST SERVICE (CODE 1 AT QS5B). ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1

QA1A For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?

Please select one for each service. SINGLE CODE FOR EACH. SHOW SERVICES LOST AT QA1

		Fixed landline/ line rental	Fixed broadband	Pay TV service
1	In the last 3 months			
2	In the last 4-6 months			
3	In the last 7-12 months			
4	In the last 13-18 months			
5	In the last 19-24 months			
8	Did not lose this service in the last 24 months			
9	Don't know			

ASK ALL THAT LOST MORE THAN ONE SERVICE WITHIN THE SAME TIME BAND AT QA1A.

IF RESPONDENT DOES NOT MEET THIS ROUTING CONDITION TO BE ASKED THE QUESTION, THEN AUTOMATICALLY CODE INTO "NONE OF THESE" IN THE SCRIPT

QA1B Which of these services did you lose at the same time?

Please select all that apply. MULTI CODE.

SHOW SERVICES SWITCHED WITHIN THE SAME TIME BAND.

VALIDATION: RESPONDENT MUST SELECT AT LEAST TWO OR NONE OF THESE.

- Fixed landline/line rental
- Fixed broadband
- Pay TV service
- None of these EXCLUSIVE

SERVICES ASKED ABOUT FOR ALL SUBSEQUENT QUESTIONS FOR SWITCHERS SHOULD BE THOSE LOST AT QA1 FOR ALL SAMPLE GROUPS. PLEASE ALSO INCLUDE LANDLINE IF YES (CODES 1) AT QA2A OR BROADBAND IF YES (CODE 1) AT QA2B.

FOR ALL SUBSEQUENT QUESTIONS FOR NON-SWITCHERS IN ADDITION TO THE ABOVE, PIPE ALL SERVICES LOST TOGETHER FROM MOST RECENT LOSS FROM QA1A. IF SERVICE LOST WITHIN THE SAME TIME BAND AT QA1A BUT NOT AT THE SAME TIME FROM QA1B, THEN PRORITISE PAY TV AND BROADBAND OVER LANDLINE. ALLOCATE LEAST COUNT BETWEEN THE TWO IF BOTH LOST WITHIN THE SAME TIME BAND BUT NOT AT THE SAME TIME.

MONITOR SAMPLE FOR RECENCY OF LOSS ACROSS BOTH SWITCHERS AND NON SWITCHERS.

ASK NON SWITCHERS WHO LOST SERVICE FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1.

ASK A SEPARATE QUESTION FOR EACH SERVICE LOST.

QA3A (TPQG10A) Thinking about the **most recent time** you lost your [Fixed landline; Fixed Broadband; Pay TV] service. How long were you without a service?

Fixed landline
Fixed Broadband
Pay TV

Please enter the length of time you were without each service in the boxes provided. Please give your answer in weeks, days and hours.

SHOW SERVICES LOST AT QA1 WITH SEPARATE NUMERIC BOX FOR EACH FOR WEEKS, DAYS AND HOURS.

SCRIPTER PLEASE INCLUDE TICK BOX FOR EACH: Don't know/not sure

PLEASE ASK A FOLLOW UP QUESTION FOR EACH SERVICE WHERE THE RESPONSE IS 'DON'T KNOW/NOT SURE' OR THE LENGTH OF LOSS IS ENTERED AS '0'

Which of the following best describes the length of time you were without a [Fixed landline; Fixed Broadband; Pay TV] service?

Fixed landline
Fixed Broadband
Pay TV

Please select one. SINGLE CODE.

1. Under an hour
2. Up to half a day
3. 1 day
4. 2-3 days
5. 4-7 days
6. 1-2 weeks
7. 3-4 weeks
8. 5-6 weeks
9. More than 6 weeks (please type in) [A TEXT BOX TO BE AVAILABLE FOR EACH SERVICE]
10. Don't know/don't recall

ASK SWITCHERS WHO LOST SERVICE FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1.

ASK A SEPARATE QUESTION FOR EACH SERVICE LOST.

QA3B (TPQG10B) Thinking about when you switched and lost your [Fixed landline; Fixed Broadband; Pay TV] service. How long were you without a service?

Fixed landline
Fixed Broadband
Pay TV

Please enter the length of time you were without each service in the boxes provided. Please give your answer in weeks, days and hours.

SHOW SERVICES LOST AT QA1 WITH SEPARATE NUMERIC BOX FOR EACH FOR WEEKS, DAYS AND HOURS.

SCRIPTER PLEASE INCLUDE TICK BOX FOR EACH: Don't know/not sure

PLEASE ASK A FOLLOW UP QUESTION FOR EACH SERVICE WHERE THE RESPONSE IS 'DON'T KNOW/NOT SURE' OR THE LENGTH OF LOSS IS ENTERED AS '0'

Which of the following best describes the length of time you were without a [Fixed landline; Fixed Broadband; Pay TV] service?

Fixed landline
Fixed Broadband
Pay TV

Please select one. SINGLE CODE.

1. Under an hour
2. Up to half a day
3. 1 day
4. 2-3 days
5. 4-7 days
6. 1-2 weeks
7. 3-4 weeks
8. 5-6 weeks
9. More than 6 weeks (please type in) [A TEXT BOX TO BE AVAILABLE FOR EACH SERVICE]
10. Don't know/don't recall

ASK ALL. ASK A SEPARATE QUESTION FOR EACH SERVICE LOST AT QA1.

QA4 (TPQG11) Did you **want** the break in [Fixed landline; Fixed Broadband; Pay TV] service **[[SWITCHERS]]** when you switched your INSERT SERVICES FROM **'MOST RECENT SWITCH ALLOCATION'**?

Fixed landline
Fixed Broadband
Pay TV

Please select one.
SINGLE CODE.

1. Yes
2. No
3. Don't know

ASK ALL WHO WANTED A BREAK IN EACH SERVICE AT QA4

ASK A SEPARATE QUESTION FOR EACH SERVICE LOST AT QA1.

QA4A (TPQG11) Why did you want the break in [Fixed landline; Fixed Broadband; Pay TV] service **[[SWITCHERS]]** when you switched your INSERT SERVICES FROM **'MOST RECENT SWITCH ALLOCATION'**?

Fixed landline
Fixed Broadband
Pay TV

Please type in.

Don't know

ASK ALL. ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1 ABOVE

QA5 Thinking back to when you experienced **[[NON SWITCHERS]]** your most recent **[[SWITCHERS]]** a loss of [Fixed landline; Fixed Broadband; Pay TV] service, **how did this affect you and the people in your household?**

Fixed landline
Fixed Broadband
Pay TV

Please type in.

No impact
Don't know

ASK ALL. ASK AS SINGLE QUESTION AND SHOW SERVICES LOST FROM QA1.

QA6 Which, if any, of the following would you say applied to your [[NON SWITCHERS] most recent]] loss of [Fixed landline; Fixed Broadband; Pay TV] service(s) [[SWITCHERS] when you switched your INSERT SERVICES FROM '**MOST RECENT SWITCH ALLOCATION'**]]?

Please select all that apply.

MULTI CODE. RANDOMISE.

1. Negative impact on work related activities
2. Negative impact on study/homework related activities
3. Increased mobile bill (including mobile data, text or calls)
4. Took time to resolve loss of service – i.e. webchat /phone calls
5. Increased landline bill
6. Had to use a different location i.e. café, friends' houses
7. Incurred bank charges/late payment charges
8. Unable to complete household tasks (e.g. internet shopping, online banking, booking tickets)
9. Caused unhappiness or arguments within my household
10. People were unable to contact us / we were unable to contact them
11. Missed specific sporting events
12. Missed TV shows/ catch up
13. Missed/Rearranged gatherings/appointments (e.g. medical appointments)
14. Had to buy mobile dongle
15. Increased anxiety and stress
16. Paid for engineer to fix
17. Had to stay in to wait for an engineer
18. Other (please type in)
19. Losing service did not affect my household [SINGLE CODE]
20. Don't know

ASK ALL SELECTING ONE OF THE CODES BELOW AT QA6. ASK AS SINGLE QUESTION AND SHOW SERVICES LOST FROM QA1. SHOW ALL RELEVANT CODES SELECTED AT QA6. IF NO RESPONSE AT QA6, DO NOT ASK.

QA7 Thinking about the factors you mentioned, what **were the direct financial costs to you and the people in your household** for all of the following because of your **[[NON SWITCHERS]** most recent] loss of [Fixed landline; Fixed Broadband; Pay TV] service(s) **[[SWITCHERS]** when you switched your INSERT SERVICES FROM **'MOST RECENT SWITCH ALLOCATION'**?

Please provide your answer in £ rounding to the nearest £.

Please type in a number.

OPEN NUMERIC BOX INDICATING £.

SHOW CODES SELECTED IN QA6.

1. Negative impact on work related activities
2. Negative impact on study/homework related activities
3. Increased mobile phone bill
4. Increased landline bill
5. Had to use a different location i.e. café, friends' houses
6. Incurred bank charges/late payment charges
7. Had to buy mobile dongle
8. Paid for engineer to fix
9. Other (please type in) PLEASE PIPE IN TEXT FROM QA6.

INCLUDE TICK BOXES FOR EACH FOR 'No direct financial cost' AND 'Don't know'

ASK ALL NOT SELECTING ONE OF THE CODES AT QA6 INDICATED ABOVE AT QA7

QA7B Overall what were the direct financial costs to you and the people in your household because of your **[[NON SWITCHERS]** most recent] loss of service **[[SWITCHERS]** when you switched]?

Please type in a number in £.

OPEN NUMERIC BOX INDICATING £.

No direct financial costs

Don't know

ASK ALL ENTERING A VALUE AT QA7 AND LOST MORE THAN ONE SERVICE. IF ONLY ONE SERVICE LOST PLEASE AUTOMATICALLY POPULATE 100% FOR THAT SERVICE AND DO NOT SHOW QUESTION.

SHOW SERVICES LOST FROM QA1. ASK AS A SINGLE QUESTION.

QA8A You said the direct financial costs to you of the factors you mentioned regarding the loss of service were £[SHOW AMOUNT ENTERED AT QA7]. **How much of this relates to each of the following services you lost?**

SHOW CODES SELECTED IN QA6.

Fixed landline
Fixed Broadband
Pay TV

Please provide your answer in £ rounding to the nearest £.
Please type in a number for each service. The total should be equal to the amount you entered at the previous question.

OPEN NUMERIC BOX FOR EACH SERVICE LOST AT QA1 INDICATING £.

SUM OF ANSWERS MUST EQUAL THE AMOUNT ENTERED AT QA7.

PLEASE INCLUDE A CELL THAT AUTOMATICALLY DEDUCTS THE AMOUNTS ENTERED AGAINST EACH SERVICE FROM THE AMOUNT ENTERED AT QA7. PLEASE INCLUDE TEXT NEXT TO THIS CELL: Amount remaining.

INCLUDE TICK BOXES FOR 'Cannot split out' AND 'Don't know'

ASK ALL SELECTING ONE OF THE CODES AT QA6 INDICATED ABOVE AT QA7.

QA7A Still thinking about **the direct financial costs to you and the people in your household** because of your [[NON SWITCHERS] most recent] loss of service, if there were any **other direct financial costs** not included in the factors mentioned previously, could you please indicate the amount of these costs below?

Please provide your answer in £.

Please type in a number.

OPEN NUMERIC BOX INDICATING £.

No **other** direct financial cost
Don't know

ASK ALL. ASK AS A SINGLE QUESTION FOR ALL SERVICES LOST FROM QA1.

QA8B As a result of your [[NON SWITCHERS] most recent]] loss of [Fixed landline; Fixed Broadband; Pay TV] service [[SWITCHERS] when switching your INSERT SERVICES FROM **'MOST RECENT SWITCH ALLOCATION'**] were you prevented from working for any length of time?

If you were, then please type in the number in hours you were prevented from working.

OPEN NUMERIC BOX INDICATING HOURS.

Was not prevented from working for any length of time
Don't know/can't recall

ASK ALL.

QA9 Which of the following actions did you or other people in your household take to fix/restore your service(s)?

Please select all that apply. MULTI CODE. RANDOMISE. FIX CODES 2 AND 3 TOGETHER.

1. Contacted my provider (NON-SWITCHERS ONLY)
2. Contacted my new provider (SWITCHERS ONLY)
3. Contacted my previous provider (SWITCHERS ONLY)
4. Checked my provider's website for details
5. Contacted Ofcom
6. Rebooted i.e. switched service off and on again
7. Asked a relative/friend/etc.
8. Research to try and fix the issue myself (i.e. internet, friend/relative)
9. Other (please type in)
10. Did not do anything

IF CODE 1/2/3 AT QA9 ASK. ASK SEPARATE QUESTION FOR EACH.

QA9A How did you contact your [current; new; previous] provider?

Please select all that apply. MULTI CODE. RANDOMISE.

1. Phone
2. Webchat
3. Email
4. Other (please type in)

IF CODE 1/2/3 AT QA9 ASK. ASK SEPARATE QUESTION FOR EACH.

QA9B How many times did you contact your [current; new; previous] provider via each?

Please enter a number for each. SHOW EACH SELECTED AT QA9A. PLEASE INCLUDE TICK BOX FOR EACH: Don't know/not sure

ASK ALL. ASK AS A SINGLE QUESTION AND SHOW SERVICES LOST FROM QA1.

QA10 How much time did you and other people in your household spend trying to get your [Fixed landline; Fixed Broadband; Pay TV] service(s) fixed?

Please think about all the things that you and others in your household spent time on to resolve the loss from the point at which the loss occurred until you had service again.

If you spent time staying in to wait for an engineer visit(s) please **include** this time in your answer.

Please type in number of hours and minutes.

OPEN NUMERIC BOXES INDICATING HOURS AND MINUTES.

Don't know

Did not spend any time trying to get service(s) fixed

PLEASE ASK A FOLLOW UP QUESTION WHERE THE RESPONSE IS 'DON'T KNOW'

Which of the following best describes the length of time you and other people in your household spent trying to get your [Fixed landline; Fixed Broadband; Pay TV] service(s) back?

Again, please think about all the things that you and others in your household spent time on to resolve the loss from the point at which the loss occurred until you had service again.

Please select one. SINGLE CODE.

1. Under an hour
2. Up to half a day
3. 1 day
4. 2-3 days
5. 4-7 days
6. More than 7 days (please type in)
7. Don't know/don't recall

ASK ALL. ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1.

QA11A Which of the following best describes **the impact** of the [[NON SWITCHERS] most recent]] loss of your [Fixed landline; Fixed Broadband; Pay TV] service [[SWITCHERS] when switching your INSERT SERVICES FROM '**MOST RECENT SWITCH ALLOCATION'**]] on your household where 4 is very inconvenient and 1 is not inconvenient at all?

Fixed landline

Fixed Broadband

Pay TV

Please select one. SINGLE CODE.

ASK ALL. ASK AS SINGLE QUESTION AND SHOW SERVICES LOST FROM QA1.

QA11B Thinking back to when you [[NON SWITCHERS] most recently] lost [Fixed landline; Fixed Broadband; Pay TV], how much would you have been **willing to pay to avoid the loss of service** and the impact this had on your household?

Fixed landline
Fixed Broadband
Pay TV

Please provide your answer in £ rounding to the nearest £.
Please type in a number.
Please enter 0 if you would not have paid anything to avoid this loss.

OPEN NUMERIC BOX FOR EACH SERVICE LOST AT QA1 INDICATING £.

PLEASE INCLUDE A CELL THAT AUTOMATICALLY SUMS THE TOTAL OF THE AMOUNTS ENTERED FOR EACH SERVICE. PLEASE INCLUDE TEXT NEXT TO THIS CELL: Total amount you would have been willing to pay to avoid loss for all services.

SCRIPTER PLEASE INCLUDE TICK BOX FOR EACH: Don't know/not sure

ASK AS SINGLE QUESTION AND SHOW ALL ENTERING 0 AT QA11B

QA12 Why do you say you would **not have paid anything** to avoid this loss?

Please select all that apply. RANDOMISE.

1. Because it didn't cause any problems/ inconvenience
2. Because it wasn't my fault/don't think it's fair
3. Because the service was not essential
4. Because it was not worth paying extra for
5. I was able to use a replacement/something else instead, e.g. mobile, work/neighbour's internet
6. Other (please type in)

ASK ALL. ASK AS SINGLE QUESTION AND SHOW SERVICES LOST FROM QA1.

QB3 Overall, thinking back to the [[NON SWITCHERS] most recent] loss of [Fixed landline; Fixed Broadband; Pay TV] service you experienced [[SWITCHERS] when switching] and the impact this had on your household, what amount do you feel **would have compensated you for that loss of service(s)** and any problems you experienced as a result of it?

Please provide your answer in £ rounding to the nearest £.

Please type in a number.

OPEN NUMERIC BOX INDICATING £.

INCLUDE TICK BOXES FOR 'Didn't need compensation', 'It wasn't provider's fault' AND 'Don't know'

ASK ALL ENTERING A VALUE AT QB3 AND LOST MORE THAN ONE SERVICE AT QA1. IF ONLY ONE SERVICE LOST PLEASE AUTOMATICALLY POPULATE 100% FOR THAT SERVICE AND DO NOT SHOW QUESTION. SHOW SERVICES LOST AT QA1. ASK A SEPARATE QUESTION FOR EACH SERVICE LOST.

QB4 You said you feel £[SHOW AMOUNT ENTERED AT QB3] would have **compensated** you for the loss of service you experienced. How much of this relates to each of the following services you lost?

Fixed landline
Fixed Broadband
Pay TV

Please provide your answer in £ rounding to the nearest £.
Please type in a number for each service. The total should be equal to the amount you entered at the previous question.

OPEN NUMERIC BOX FOR EACH SERVICE LOST AT QA1 INDICATING £.

SUM OF ANSWERS MUST EQUAL THE AMOUNT ENTERED AT QB3.

PLEASE INCLUDE A CELL THAT AUTOMATICALLY DEDUCTS THE AMOUNTS ENTERED AGAINST EACH SERVICE FROM THE AMOUNT ENTERED AT QB3. PLEASE INCLUDE TEXT NEXT TO THIS CELL: Amount remaining.

INCLUDE TICK BOXES FOR 'Cannot split out' AND 'Don't know'

ASK SWITCHERS. ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1.

QB1 (TPQG12) Why did you have a period without [Fixed landline; Fixed Broadband; Pay TV] service?

Fixed landline
Fixed Broadband
Pay TV

Please select all that apply.
MULTI CODE. RANDOMISE.

1. I cancelled my previous service before arranging my new one
2. The new provider gave me a starting date that was after the end of my previous contract
3. To switch on a particular date, that I wanted
4. Delay in landline installation
5. Delay in satellite dish installation
6. Delay in cable installation
7. Delay in broadband installation
8. Delay in service activation
9. Delay in delivery of the equipment
10. The wrong equipment was provided /needed something extra
11. Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)
12. There was a fault with the line
13. Previous service not cancelled correctly
14. Problems with setting up the equipment myself
15. Other (please type in) – do not randomise
16. Don't know/can't recall – do not randomise, exclusive

ASK NON SWITCHERS. ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1.

QB2 Why did you have a period without service?

Fixed landline
Fixed Broadband
Pay TV

Please select all that apply.
MULTI CODE. RANDOMISE.

1. Works being done in the road affected service by telecoms company
2. Works being done in the road affected service by other company
3. Building works affected it
4. Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)
5. There was a fault with the line
6. Service turned off by mistake
7. I didn't pay a bill
8. My contract got cancelled
9. Equipment needed a reboot
10. Problems with the exchange
11. Satellite /aerial dislodged
12. Problems with cabling
13. No explanation was provided
14. Other please specify
15. Don't know/can't recall

ASK ALL

QB5 Who would you say was **responsible** for the loss in service?

Please select all that apply.
MULTI CODE. RANDOMISE.

1. Myself/Someone in the household
2. New provider (**SWITCHERS ONLY**)
3. Previous provider (**SWITCHERS ONLY**)
4. My provider (**NON SWITCHERS ONLY**)
5. No-one was responsible (i.e. equipment fault)
6. Other (please type in)
7. Don't know

ABOUT PROVIDER

ASK ALL

QC1 (TPOMNQB2) Which provider do you **currently** use for [SERVICES 1-3 AND 5 AT QS2]?

Please say which company you pay for this service.

Please select one answer for each. If you have more than one, please think about the one you consider to be your main service. SINGLE CODE FOR EACH SERVICE. RANDOMISE CODES 1-6.

	Fixed landline/line rental	Fixed broadband	Pay TV service	Mobile phone/ SIM (as part of a package with your fixed line, broadband or Pay TV service)
BT				
EE (Everything Everywhere previously Orange)				
Sky				
TalkTalk				
Virgin Media				
Plus Net				
Other (please type in)				
Don't know/don't recall				

ASK A SEPARATE SINGLE CODE QUESTION FOR EACH SERVICE.

CODING FOR MONITORING SAMPLE FALL OUT:

IF ALL FOUR WITH THE SAME PROVIDER = QUAD PLAY

IF ALL THREE (THE FIRST THREE COLUMNS – LANDLINE, BROADBAND, PAY TV) WITH THE SAME PROVIDER = TRIPLE PLAY

IF CODES FIXED LANDLINE/FIXED BROADBAND WITH SAME PROVIDER = DUAL PLAY

**IF PAY TV PROVIDER NOT USED FOR ANY OTHER SERVICES = PAY TV STANDALONE
DUAL VIRGIN (BROADBAND AND PAY TV) = RESPONDENT USES VIRGIN MEDIA FOR BOTH BROADBAND AND PAY TV, BUT NOT LANDLINE.**

KEEP IN THOSE THAT SAY OTHER

OVERLAP LIKELY TO OCCUR BETWEEN DUAL PLAY AND PAY TV STANDALONE.

SCRIPTER: RESPONDENTS MUST HAVE SWITCHED SERVICES AT THE SAME TIME TO BE ALLOCATED TO MONITORING QUOTA FOR ALL SAMPLE TYPES THAT INCLUDE SWITCHING MULTIPLE PROCESSES.

IF DUAL OR TRIPLE PLAY SWITCHER, SERVICES HAVE TO HAVE BEEN SWITCHED AT THE SAME TIME.

ASK ALL THAT SWITCHED A SERVICE IN THE PAST 2 YEARS AT QS3. PAST 3 YEARS FOR RE-CONTACT SAMPLE.

QC2 (TPOMNQB6) And thinking about the most recent time you changed your [SERVICES AT QS3] provider, which provider did you use **previously** for this service?

Please say which company you previously paid for this service.

SINGLE CODE FOR EACH SERVICE. SHOW SERVICES SWITCHED IN THE PAST 2 YEARS AT QS3.

PAST 3 YEARS FOR RE-CONTACT SAMPLE.

SCRIPTER: ASK A SEPARATE SINGLE CODE QUESTION FOR EACH SERVICE. EACH OF CODES 1-6 SHOWN ONLY IF NOT SELECTED AT QC1 FOR EACH SERVICE. RANDOMISE CODES 1-6.

	Fixed landline/line rental	Fixed broadband	Pay TV service
BT			
EE (Everything Everywhere previously Orange)			
Sky			
TalkTalk			
Virgin Media			
PlusNet			
Other (please type in)			
Don't know/don't recall			

ASK ALL THAT SWITCHED LANDLINE SERVICE IN THE PAST 2 YEARS AT QS3

QC3NEW When you last changed your fixed landline/line rental provider did you keep/transfer your phone number?

Please select one.
SINGLE CODE.

1. Yes
2. No
3. Don't know

ASK ALL. ASK SEPARATELY FOR EACH RELEVANT SERVICE WHERE A GAP EXPERIENCED FROM QA1

QA2C Apart from the loss we've been asking you about, how many times have you lost each service in the last 2 years?

Please enter one number for each service.
SHOW SERVICES LOST AT QA1 WITH A SEPARATE NUMERIC BOX FOR EACH.

1. Fixed landline
2. Fixed broadband
3. Pay TV

Finally, we'd like to ask you a few questions about yourself, just to make sure we are surveying a good cross section of the population. These are only to help analyse the results at a broad level and will not be used to identify you in any way.

DEMOGRAPHICS

ASK ALL

QD1 (TPQA2) Are you...?

Please select one.

SINGLE CODE

Male	1
Female	2

ASK ALL

QD2 (TPQA4) Which of the following best describes your employment status?

Please select one.

SINGLE CODE

1. Working full time (30+ hours per week)
2. Working part time (8-29 hours per week)
3. Working part time (under 8 hours per week)
4. Unemployed
5. Student
6. Housewife / house husband
7. Retired
8. Prefer not to say

ASK ALL

QD3 (TPQA5) Which of the following best describes the main income earner in your household?

Please note:

1. If you live in a household with others, but have separate finances, do not include them in this question. Only consider those who have shared incomes/ outgoings.
2. If the main income earner has been unemployed for less than 6 months, don't answer 'unemployed', but think back to the last job before that.
3. If they're retired and receiving a pension from employment as well as a state pension, please think back to the last job before retirement.

Please select one.

SCRIPTER: DO NOT DISPLAY GRADE IN SURVEY

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) [A]	1
Senior or middle management in large organisation; owner of small business; principal officer in civil service/ local government [B]	2
Junior management or professional; or administrative (e.g. most office workers; accounts clerk; secretary; police sergeant) [C1]	3
Skilled manual worker (e.g. plumber; electrician) [C2]	4
Manual worker (e.g. lorry driver; labourer; hotel porter) [D]	5
Casual worker without regular income; or unemployed for 6 months or longer [E]	6
Retired and only receiving a state pension [E]	7
Housewife/ house husband/ looking after family [E]	8
Student [C1]	9

ASK ALL

QD3A Please could you indicate your annual household income before taxes:

Please select one.

1. Less than £25,000
2. £25,000 - £29,999
3. £30,000 - £39,999
4. £40,000 - £49,999
5. £50,000 - £59,999
6. £60,000 - £74,999
7. £75,000 or more
8. Prefer not to say

ASK ALL

QD4 (TPQA6A) Whereabouts in the UK do you live?

Please select one.

SINGLE CODE

North East England	1
North West England	2
Yorkshire and the Humber	3
East Midlands	4
West Midlands	5
East England	6
London	7
South East England	8
South West England	9
Wales	10
Scotland	11
Northern Ireland	12
Don't know	13
Refused	14

ASK ALL

QD5 (TPOMNQA7) 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					
My friends tend to come to me if they have questions about technology					
I'm as knowledgeable about these technologies as the next person					

QD6 Finally, do you have any other comments on the survey overall or your experience of losing service?

Please type in

Thank you very much for taking the time to complete this interview - we really appreciate your input.

If we have any questions arising from the answers you've given us today, would you be happy for us to contact you again?

Yes

No

IF YES – Please provide your contact details below, e.g. phone number and/or email address