

SAMPLE: 1100 Adults aged 18+ in the UK

NEW SCREEN
COM MODULE – [Communication Services]

All ADULTS 18+ IN THE UK

Q.1 Which, if any, of the following do you currently personally use? Please answer for all that apply.

READ OUT

MULTI CODE 1-5 SINGLE CODE 6

1. Internet access at home
2. Internet access at work (through workplace network connection)
3. Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)
4. Internet access in public place (e.g. internet café, library) using a Wi-Fi (wireless) network
5. Other type of internet access I personally use
6. None of these \ Don't access the internet

All ADULTS 18+ IN THE UK

Q.2 Thinking about telecommunication services such as landline and internet connection in your household. Are you responsible, either solely or jointly, for deciding what services to pay for and providers to use in your household?

READ OUT IF NECESSARY

SINGLE CODE ALLOW DK

1. Yes -solely
2. Yes- jointly
3. No

All ADULTS 18+ IN THE UK

Q.3 Which, if any, of the following services and devices do you have in your household?

READ OUT– ONLY READ OUT TEXT IN BRACKETS IF RESPONDENT NEEDS FURTHER INFORMATION

MULTI CODE 1-7 ALLOW DK

1. Landline to make and receive calls
2. Landline - pay line rental only, do not use this to make or receive calls
3. Mobile phone(s)/Smartphone(s)
4. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)

5. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)
6. Fixed broadband through a phone line or fibre optic cable - perhaps using a Wi-Fi router
7. Mobile Broadband – broadband from a mobile operator’s network (e.g. 3G/4G/LTE)- connecting via a USB stick or dongle or router, or built in connectivity in a laptop or netbook or tablet computer with a SIM card

All ADULTS 18+ IN THE UK WHO HAVE A MOBILE PHONE/SMARTPHONE IN THE HOUSEHOLD- Q3=3

Q.4 Do you **personally use** either of the following as your main mobile phone? Please think about your personal mobile phone and not a work phone. If you have more than one personal mobile phone, please think about the one you use most often.

READ OUT

SINGLE CODE ALLOW DK

1. **Smartphone:** a phone with internet access, access to emails, apps etc. (e.g. Apple iPhone, Samsung Galaxy, etc.)
2. **Standard mobile phone:** a basic mobile phone without internet access, often with just a numeric keypad and a small screen, rather than a full keyboard or touchscreen (e.g. Nokia 3310, Samsung E1200)
3. I don't use a mobile phone for personal use

All ADULTS 18+ IN THE UK WHO PERSONALLY USE A MOBILE PHONE- Q4=1 OR 2

Q.5 Still thinking about your **personal** mobile phone you use most often, which of the following best describes the mobile package you currently have?

READ OUT

SINGLE CODE ALLOW DK

- A Pay as you go/Pre-pay package
- A monthly contract/post-pay which includes the phone
- A monthly contract/post-pay which doesn't include the phone (SIM only)
- Other

All ADULTS 18+ IN THE UK WHO HAVE MORE THAN ONE OF LANDLINE, BROADBAND AND/OR PAY TV SERVICE IN THE HOUSEHOLD- Q3=1/2/4/6

Q.6 Which, if any, the following services do you receive from the same provider?

READ OUT

SINGLE CODE ALLOW NULL AND DK

7. Landline and Fixed broadband – **SHOW IF (Q3=1 OR 2) AND Q3=6**
8. Landline and Pay TV - **SHOW IF (Q3=1 OR 2) AND Q3=4**
9. Fixed broadband and Pay TV - **SHOW IF Q3=6 AND Q3=4**
10. Landline, fixed broadband and Pay TV – **SHOW IF (Q3=1 OR 2) AND Q3=6 AND Q3=4**

ALL ADULTS 18+ IN THE UK WHO HAVE ANY LANDLINE, BROADBAND, MOBILE, PAY TV OR OTT SERVICES IN THE HOUSEHOLD- Q3=1/3-6

Q.7 How important or not, are each of these communications services to your household at the moment?

READ OUT UNTIL RESPONDENT HAS UNDERSTOOD SCALE AND THEN READ OUT AS NECESSARY

COLS

4. Mobile phone- to make and receive calls – **SHOW IF Q3=3**
5. Mobile phone for internet access – **SHOW IF Q3=3**
6. Landline to make and receive calls – **SHOW IF Q3=1**
7. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.) – **SHOW IF Q3=4**
8. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video) – **SHOW IF Q3=5**
9. Fixed broadband through a phone line or fibre optic cable - perhaps using a Wi-Fi router – **SHOW IF Q3=6**

SINGLE CODE, FORWARD AND REVERSE CODES 1-4 ALLOW DK

ROWS

1. Very important
2. Fairly important
3. Not very important
4. Not at all important

ALL ADULTS 18+ IN THE UK WHO MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET AND HAVE MULTIPLE SERVICES FROM THE SAME PROVIDER- Q2=1 OR 2 AND Q6=1-4

Q.8 Thinking about your overall [q6=1-landline and fixed broadband/if q6=2—landline and Pay TV/ q6=3- fixed broadband and Pay TV/ q6=4-landline, fixed broadband and Pay TV] package. On average, how much per month, does your household spend on this package?

WAIT FOR A SPONTANEOUS ANSWER THEN CATEGORISE, PROMPT TO PRE-CODE SINGLE CODE ALLOW DK AND REF

8. Less than £10 per month
9. £10-£19.99 per month
10. £20-£29.99 per month
11. £30-£39.99 per month
12. £40-£49.99 per month
13. £50-£59.99 per month
14. £60-£69.99 per month
15. £70-£79.99 per month
16. £80-£89.99 per month
17. £90-£99.99 per month
18. £100-£109.99 per month
19. £110-£119.99 per month

20. £120 or over per month

All ADULTS 18+ IN THE UK WHO PERSONALLY USE A MOBILE PHONE- Q4=1 OR 2

Q.9 On average, how much per month do you **personally** spend on your main mobile phone package? Please think about your personal mobile phone and the one you use most often.

**WAIT FOR A SPONTANEOUS ANSWER THEN CATEGORISE, PROMPT TO PRE-CODE
SINGLE CODE ALLOW DK AND REF**

4. Less than £5 per month
5. £5-£9.99 per month
6. £10-£14.99 per month
7. £15-£19.99 per month
8. £20-£24.99 per month
9. £25-29.99 per month
10. £30-34.99 per month
11. £35-39.99 per month
12. £40-44.99 per month
13. £45-49.99 per month
14. £50 or more per month

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

The next few questions ask about whether you or others in your household have made changes to any media/communication services in your household. By media/communication services we mean:

- Mobile phone service
- Fixed landline telephone (to make calls on)
- Fixed broadband (through a phone line or fibre optic cable - perhaps using a Wi-Fi router)
- A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)
- Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q10. Thinking about the last month, have you or anyone in your household cancelled any media/communications services because you could no longer afford them? By cancelling the service we mean you or anyone in your household no longer have access to that service rather than changing provider

**DO NOT READ OUT
SINGLE CODE ALLOW DK AND REF**

1. Yes

2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE AND CANCELLED COMMUNICATION SERVICES IN THE LAST MONTH- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND Q10=1))

Q.11 Which of these services did you, or someone in your household, cancel in the last month **because you could no longer afford them?**

READ OUT– ONLY READ OUT TEXT IN BRACKETS IF RESPONDENT NEEDS FURTHER INFORMATION

MULTI CODE 1-5 ALLOW DK AND REF

1. Mobile phone service
2. Fixed landline telephone (to make calls on)
3. Fixed broadband (through a phone line or fibre optic cable - perhaps using a Wi-Fi router)
4. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)
5. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q12. Still thinking about the last month, have you, or anyone in your household, made changes to any of your existing media/communications services (e.g. changed package or tariff) in order to make them more affordable? These changes can include you or anyone in your household changing provider.

INTERVIEWER NB: IF NECESSARY SAY: By media/communications services we mean: mobile phone service, fixed landline, fixed broadband, any Pay TV service including additional channels you pay for or any pay on-demand or streaming services.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE AND MADE CHANGES TO COMMUNICATION SERVICES IN THE LAST MONTH- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND Q12=1))

Q.13 Which of these services did you, or someone in your household, change in the last month **in order to make them more affordable?**

READ OUT– ONLY READ OUT TEXT IN BRACKETS IF RESPONDENT NEEDS FURTHER INFORMATION

MULTI CODE 1-6, ONLY SHOW CODES CODED AT Q3 ALLOW DK AND REF

1. Mobile phone service – changes to minutes allowance
2. Mobile phone service – changes to data allowance
3. Fixed landline telephone (to make calls on)
4. Fixed broadband (through a phone line or fibre optic cable - perhaps using a Wi-Fi router)
5. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)
6. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q14. Have you or anyone in your household reduced the amount you spend on items such as food or clothes, etc. in order to afford your media/communication service payments in the last month?

INTERVIEWER NB: IF NECESSARY SAY: By media/communications services we mean: mobile phone service, fixed landline, fixed broadband, any Pay TV service including additional channels you pay for or any pay on-demand or streaming services.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.15 Have you or anyone in your household missed a payment for any of your media/communications services in the last month? This relates to missed payments that you haven't discussed or agreed with your provider beforehand.

INTERVIEWER NB: IF NECESSARY SAY: By media/communications services we mean: mobile phone service, fixed landline, fixed broadband, any Pay TV service including additional channels you pay for or any pay on-demand or streaming services.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO SAY THEIR HOUSEHOLD HAS MISSED A MEDIA/COMMUNICATION SERVICES PAYMENT IN THE LAST MONTH- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND Q15=1)

Q.16 Which services did you or someone in your household miss a payment for? If this relates to a package of services, then please mention all services included.

READ OUT– ONLY READ OUT TEXT IN BRACKETS IF RESPONDENT NEEDS FURTHER INFORMATION

MULTI CODE 1-5, ONLY SHOW CODES CODED AT Q3 ALLOW DK AND REF

1. Mobile phone service
2. Fixed landline telephone (to make calls on)
3. Fixed broadband (through a phone line or fibre optic cable - perhaps using a Wi-Fi router)
4. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)
5. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO SAY THEIR HOUSEHOLD HAS MISSED A MEDIA/COMMUNICATION SERVICES PAYMENT IN THE LAST MONTH AND DIDN'T ANSWER DK/REF to Q16 - ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND (Q15=1) AND (Q16=1-5)

Q16B. As a result of missing a payment for ([insert service from Q16]) did your ([insert service from Q16]) provider disconnect you from this service against your will i.e. you wanted to continue to use the service but were no longer able to (either indefinitely or until the payment was made) **ASK FOR EACH SERVICE CODED AT Q16**

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.17 In the last month, have you or anyone in your household had to make changes to the way you pay for your media/communications services, in order to continue to pay for them?

For example, used savings or your overdraft when you wouldn't do usually, or taken a payment break that you agreed with your provider.

INTERVIEWER NB: IF NECESSARY SAY: By media/communications services we mean: mobile phone service, fixed landline, fixed broadband, any Pay TV service including additional channels you pay for or any pay on-demand or streaming services.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

ALL ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO SAY THEIR HOUSEHOLD HAVE MADE CHANGES TO THE WAY THEY PAY FOR MEDIA/COMMUNICATION SERVICES PAYMENT IN THE LAST MONTH - ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND Q18=1)

Q.18 And which of the following services did this relate to?

READ OUT– ONLY READ OUT TEXT IN BRACKETS IF RESPONDENT NEEDS FURTHER INFORMATION

MULTI CODE 1-5, ONLY SHOW CODES CODED AT Q3 ALLOW DK AND REF

1. Mobile phone service
2. Fixed landline telephone (to make calls on)
3. Fixed broadband (through a phone line or fibre optic cable - perhaps using a Wi-Fi router)
4. A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)
5. Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video, etc.)

ALL ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO SAY THEIR HOUSEHOLD HAVE MADE CHANGES TO THE WAY THEY PAY FOR MEDIA/COMMUNICATION SERVICES PAYMENT IN THE LAST MONTH - ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND Q18=1 AND Q19=1-5)

Q19. You mentioned that you or someone in your household had to make changes to the way you pay for your media/communications services in the last month, in order to continue to pay for them. Thinking now about the change you made to [insert service from Q18 as per text insert below] which, if any, of the following did you make?

ASK FOR EACH SERVICE CODED AT Q19, INSERT TEXT:

1. a mobile phone service- **IF Q19=1**
2. your fixed landline telephone- **IF Q19=2**
3. your fixed broadband- **IF Q19=3**
4. a Pay TV service- **IF Q19=4**
5. a paid for on-demand or streaming TV or video service- **IF Q19=5**

READ OUT

MULTI CODE 1-7, ALLOW DK AND REF

1. Used savings to pay the bill
2. Used a credit card to pay the bill
3. Took an agreed payment break/deferral
4. Used an overdraft to pay the bill
5. Took out a loan/borrowed money to pay the bill
6. Entered into a repayment plan agreement
7. Company unable to accept payment in a usual way
8. Or did you make a change in another way (please specify)

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO HAVE EXPERIENCED ONE AFFORDABILITY ISSUE IN THE LAST MONTH SERVICE, EXCLUDING CANCELLING A SERVICE ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND (Q15=1 OR Q17=1)) FOR ONE SERVICE (Q16=1 CODE OR Q18=1 CODE)

NEWQ.1 You said that you recently had difficulty paying for your [INSERT SERVICE]. For how many of the last few months has this happened?

READ OUT IF NECESSARY. SINGLE CODE ONLY

1. Just the last month
2. Last 2 months
3. Last 3 months
4. Last 4 months
5. Last 5 months
6. Last 6 months
7. More than the last 6 months
8. Prefer not to say
9. Don't know

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO HAVE EXPERIENCED MULTIPLE MISSED PAYMENTS AND/OR CHANGED WAY THEY PAY FOR SERVICES IN THE LAST MONTH FOR MOBILE AND/OR BROADBAND SERVICES ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND/OR (Q16=1, 3) AND/OR (Q18=1, 3))

NEWQ.2a You said that you recently had missed a payment(s) for your ([INSERT mobile and/or broadband service REPEAT FOR EACH]). For how many of the last few months has this been the case?

READ OUT. SINGLE CODE ONLY

1. **Mobile phone (ASK THOSE ANSWERING CODE 1 AT Q16)**
2. **Fixed Broadband (ASK THOSE ANSWERING, CODE 3 AT Q16)**

1. Just the last month
2. Last 2 months
3. Last 3 months
4. Last 4 months
5. Last 5 months
6. Last 6 months
7. More than the last 6 months
8. Prefer not to say
9. Don't know

NEWQ.2b You said that you recently changed the way you pay for your [INSERT SERVICE REPEAT FOR EACH]. For how many of the last few months has this been the case?

- 1. Mobile phone (ASK THOSE ANSWERING CODE 1 AT Q18)**
- 2. Fixed Broadband (ASK THOSE ANSWERING CODE 3 AT Q18)**

READ OUT. SINGLE CODE ONLY

1. Just the last month
2. Last 2 months
3. Last 3 months
4. Last 4 months
5. Last 5 months
6. Last 6 months
7. More than the last 6 months
8. Prefer not to say
9. Don't know

ALL ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE WHO HAVE EXPERIENCED MULTIPLE AFFORDABILITY ISSUE IN THE LAST MONTH, EXCLUDING CANCELLING A SERVICE, WITH MULTIPLE SERVICES, EXCLUDING MOBILE AND BROADBAND ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2) AND MORE THAN ONE OF (Q13=>1) AND/OR Q14=1 AND/OR Q16=2,4,5) AND/OR Q18=2,4,5)

NEWQ.3

You said that you recently had difficulty paying for your landline or TV services. Which of the following most applies?

SINGLE CODE ONLY

1. This month is the first time I've had difficulty paying for landline or TV services
2. I've had difficulty paying for landline or TV services for longer than a month
3. Prefer not to say
4. Don't know

ALL ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.24 How confident or not are you that you and your household will be able to pay for your communication services without making any [IF Q10=1 OR Q12=1 OR Q18=1 OR Q22=1 further] changes in the next three months?

READ OUT IF NECESSARY

SINGLE CODE, FORWARD AND REVERSE CODES 1-4 ALLOW DK AND REF

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Prefer not to say
6. Don't know

ALL ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.26 Do you or anyone in your household have any conditions that impact or limit their use of communication services? These can include, but are not restricted to, problems with hearing, eyesight, mobility, mental abilities or mental health.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

1. Yes
2. No

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

For classification purposes only, I would now like to ask about annual household income. Any information given will be in the strictest confidence.

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.27 What is your current_total household income from all sources 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.

DO NOT READ OUT

SINGLE CODE ALLOW DK AND REF

PER WEEK-----PER YEAR

1. Up to £199 per week-----Up to £10,399 per year
2. £200 to £299 per week-----£10,400 to £15,599 per year
3. £300 to £499 per week-----£15,600 to £25,999 per year
4. £500 to £699 per week-----£26,000 to £36,399 per year
5. £700 to £999 per week-----£36,400 to £51,999 per year
6. £1,000 to £1,499 per week----- £52,000 to £77,999 per year
7. £1,500 and above per week.....£78,000 and above per year

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.28 Thinking of your total household monthly income and outgoings, at the moment how does your household financial situation compare with a typical month before the social distancing measures started i.e. before March 2020?

READ OUT IF NECESSARY

SINGLE CODE, FORWARD AND REVERSE CODES 1-5 ALLOW DK AND REF

1. Much better off
2. Slightly better off
3. About the same
4. Slightly worse off
5. Much worse off
6. Don't know
7. Prefer not to say

All ADULTS 18+ IN THE UK WHO HAVE MAKE DECISIONS ABOUT THE LANDLINE AND/OR INTERNET OR NON-DECISION MAKERS WHO PERSONALLY USE A MOBILE PHONE- ((Q2=1 OR 2) OR (Q2=3 AND Q4=1 OR 2))

Q.29 Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Please tell me all that apply.

READ OUT

MULTI CODE 1-10, ALLOW DK AND REF

1. Income Support
2. Income-based Jobseeker's Allowance
3. Pensions Credit (Guaranteed Credit)
4. Pensions Credit (no Guaranteed Credit)
5. Employment and Support Allowance (ESA)
6. Universal Credit (and household has other earnings).
7. Universal Credit (and household has no other earnings).
8. Personal Independence Payment (PIP)
9. Carer's allowance
10. Other
11. None of these