



BMG  
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# Ofcom Tech Tracker 2024

Final version





## Project details

<b>Client name</b>	Ofcom
<b>Project name</b>	Tech Tracker
<b>Project number</b>	2193
<b>Methodology</b>	<input type="checkbox"/> Online panel <input checked="" type="checkbox"/> Push-to-web <input type="checkbox"/> CATI <input type="checkbox"/> CATI with online version available <input checked="" type="checkbox"/> CAPI <input type="checkbox"/> Postal <input type="checkbox"/> Other (provide details)
<b>Target sample</b>	<input checked="" type="checkbox"/> Public / Nat Rep / Consumer <input type="checkbox"/> Residents <input type="checkbox"/> Employees <input type="checkbox"/> B2B <input type="checkbox"/> Other (provide details)
<b>Pilot to do:</b>	Choose an item.
<b>Pilot details</b>	[add details if applicable]
<b>Version of questionnaire</b> <i>[move to MUQ when signed off and cleaned]</i>	Choose an item.

## Survey introductions

### CAPI INTRO

This study is being carried out with people aged 16 and over by BMG Research, an independent research company, on behalf of Ofcom, the regulator for the UK communications industry.

We are looking to understand people's views on a variety of things including mobile phones, home phones, internet, TV and radio. Depending on your answers the survey should take around 30 minutes to complete.

The survey is being conducted for research purposes only and we rely on your consent. You can refuse to participate or stop the survey at any point. BMG Research abides by the Market Research Society Code of Conduct and GDPR legislation at all times. You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website [www.bmgresearch.co.uk/privacy](http://www.bmgresearch.co.uk/privacy)

Please be assured this is genuine research being conducted for Ofcom, and all responses will be treated anonymously. We are not trying to sell you anything and there will be no sales follow-up as a result of taking part.

Could you please confirm you are happy to proceed?

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (<https://www.bmgresearch.co.uk/privacy>).

***Ensure calling card provided if request more detail about BMG including about privacy notice***

***INTERVIEWER: Confirm respondent happy to proceed with the survey***

✓ Informed consent provided **[TICK BOX, DO NOT ALLOW TO PROCEED WITHOUT TICKED]**

## Screening & Profiling (Section S)

### INTRO TEXT

Firstly, some questions about you ...

Base: All respondents

### SINGLE CODE

**QZ1.** Which of the following are you?

*Select one only, showcard 1*

Code	Answer list	Scripting notes	Routing
1	Man		
2	Woman		
3	Non-Binary		
4	Prefer to use my own term – please specify	<b>ADD OPEN TEXT BOX</b>	
5	Prefer not to say		

Base: All respondents

**OPEN RESPONSE, NUMERIC, WHOLE NUMBERS ONLY MIN 1, MAX 120**

**QZ2.** What is your age?

*Please answer in box below*

[ \_\_\_\_\_ ]

Code	Answer list	Scripting notes	Routing
	Under 16	<b>SCREENOUT</b>	
1	16-17 years		
2	18-24 years		
3	25-34 years		
4	35-44 years		
5	45-54 years		
6	55-64 years		
7	65-74 years		
8	75-84 years		
9	85 years or over		
	Prefer not to say	<b>SCREENOUT</b>	

Base: All respondents

**SINGLE CODE**

**QZ3.** Which of these best describes the main 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.

*Select one only, showcard 2*

Code	Answer list	Social Grade	Routing
1	<b>Very senior management</b> ; doctor, lawyer, company director (50+ people), judge, surgeon, school headteacher etc	<b>A</b>	
2	<b>Senior or middle management in large organisation</b> ; school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc	<b>B</b>	
3	<b>Junior management or professional</b> ; or administrative supervisor, clerical, policeman, nurse, secretary, clerk, self-employed (5+ people), etc	<b>C1</b>	
4	<b>Skilled manual worker</b> - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	<b>C2</b>	
5	<b>Semi-skilled or unskilled manual worker</b> - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	<b>D</b>	
6	<b>Housewife/househusband</b>	<b>E</b>	
7	<b>Unemployed</b>	<b>E</b>	
8	<b>Student</b>	<b>C1</b>	
9	<b>Retired <u>and</u> on state pension ONLY</b> (If retired but not only on state pension, please indicate the occupation just before retirement)	<b>E</b>	
10	Prefer not to say	<b>X</b>	

Base: All respondents

**OPEN RESPONSE, NUMERIC, WHOLE NUMBERS ONLY, MIN 1, MAX 30**

**QZ4.** What is the total number of people in the household – **including yourself and any children**?

*Please type your response in the box below*

Base: All respondents (UNLESS (QZ2 ≥ 18 AND QZ4 = 1 (AUTOFILL “1”)), NUMERIC, WHOLE NUMBERS ONLY, MIN 0, MAX 30. DO NOT ALLOW TO EXCEED NUMBER OF PEOPLE GIVEN AT QZ4.

**OPEN RESPONSE, NUMERIC, WHOLE NUMBERS ONLY, MIN 1, MAX 30**

**QZ6.** And what is the total number of children in the household (under 18). [If respondent is under 18 at QZ2] If you are aged under 18, please include yourself in this total

*Please type your response in the box below*

Base: All respondents

**SINGLE RESPONSE, ASK IF ANSWER TO QZ6 IS >0, NUMERIC, WHOLE NUMBERS ONLY, MIN 0, MAX 17**

**CHECK COLUMN RESPONSES ADD TO ANSWER GIVEN AT QZ6. ENSURE AGES ARE GIVEN FROM LARGEST TO SMALLEST EG. AGE FOR CHILD 2 CANNOT BE GREATER THAN AGE FOR CHILD 1.**

**QZ7.** What ages are the children in your household?

CAPI READ OUT: Please tell me the exact age of each child, from the oldest first going down in age. If you have more than 5 children under 18, please prioritise by telling me the ages of the older children.

*Please type your response in the boxes below*

Code	Answer list	Scripting notes	Routing
1	Child 1	ADD OPEN TEXT BOX	
2	Child 2	ADD OPEN TEXT BOX	
3	Child 3	ADD OPEN TEXT BOX	
4	Child 4	ADD OPEN TEXT BOX	
5	Child 5	ADD OPEN TEXT BOX	
6	Prefer not to say		

Base: All respondents

**SINGLE RESPONSE, ASK IF CODE 6 AT QZ7, SINGLE CODE PER COLUMN. CHECK RESPONSES ADD TO NUMBER GIVEN AT QZ6. ENSURE AGES ARE GIVEN FROM LARGEST TO SMALLEST.**

**QZ7A.** Rather than their exact age another option would be to indicate which age bands they would fall into. However, it is of course, absolutely fine to not provide any information about your child’s age.

If you have more than five children under 18, please prioritise telling me the ages of older children.

**[IF RESPONDENT NOT COMFORTABLE ANSWERING CODE PREFER NOT TO SAY]**

*Please select one per row*

	Child 1	Child 2	Child 3	Child 4	Child 5
0-3					
4-6					
7-9					

10-12					
13-15					
16-18					
Prefer not to say					

**Devices owned section**

READ OUT: This section is about access to and use of different devices in your home such as computers, games consoles and smart speakers.

**Base: All respondents**

**MULTI RESPONSE**

**QD1.** Which of the following do you, or does anyone in your household, have in your home at the moment?

*Select all that apply, showcard 3*

**Base: Ask for each item has at QD1 – others to skip to S1**

**MULTI RESPONSE**

**QD2.** And which, if any, do you personally use?

*Select all that apply, showcard 3*

	QD1 AT HOME	QD2 USE PERSONALLY
PC (a desktop computer)	1	1
Laptop	2	2
Tablet computer (e.g. iPad, etc.)	3	3
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc.)	4	4
Smart TV	5	5
An iPod or other portable media player	6	6
E-reader – digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc.)	7	7
A DVD or Blu Ray player	8	8
Smart watch or fitness tracker (e.g. Apple Watch, FitBit, Garmin, etc.)	9	9
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or HTC Vive, etc.)	10	10
None of these (SINGLE CODE)	11	11
Don't know (SINGLE CODE)	12	12



Base: Those who use an iPod or similar (QD2=6)

**OPEN**

**QD2A.** Which type of portable media player do you use?

*Please type in the box below*

[ \_\_\_\_\_ ]

Fixed codes	Answer list	Scripting notes	Routing
2	Don't know	<b>FIX, EXCLUSIVE</b>	

Base: Those who have a games console (QD1=4)

**MULTI RESPONSE, MULTI CHOICE FOR CODES 1-10, KEEP BRANDS TOGETHER**

**QD3.** What games consoles do you or members of your household actively use?

*Please select all that apply, showcard 4*

Code	Answer list	Scripting notes	Routing
1	PlayStation 5 Disc Edition		
2	PlayStation 5 Digital Edition		
3	Other/previous PlayStation models (e.g. PS4 or PS3)		
4	Xbox Series X		
5	Xbox Series S		
6	Other/previous Xbox models (e.g. Xbox One or 360)		
7	Nintendo Switch/Switch OLED (can connect to TV)		
8	Nintendo Wii/Wii U		
9	Handheld console (e.g. SwitchLite, Steam Deck)		
10	Retro Console (e.g. Ninetendo 64)		
11	Other, please specify	<b>ADD OPEN TEXT BOX</b>	

Base: All respondents

**SINGLE RESPONSE**

**QS1.** Do you or does anyone in your household have a **smart speaker** or **smart display**? These are devices that can respond to voice commands like “Alexa”, “Hey Google”, “Siri” or “Hey Portal”. Popular brands include Amazon Echo, Google Home, Facebook Portal and Apple HomePod?

Smart displays are smart speakers with a screen **[IF NECESSARY]** (Please note that this does not include voice command featured on smartphones)

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – there is a smart speaker/display in my household and I personally use it		
2	Yes – There is a smart speaker/display in my house but I <b>do not</b> personally use it		
3	No, there is no smart speaker/smart display in my household		
4	Don't know		

**Base: Those answering 1-2 on QS1. Others skip to QS8**

**OPEN RESPONSE, NUMERIC, WHOLE NUMBERS ONLY, MIN 1, MAX 30**

**QS2.** How many smart speakers are in your household?

*Please type in the box below*

[ \_\_\_\_\_ ]

Fixed codes	Answer list	Scripting notes	Routing
2	Don't know	<b>FIX, EXCLUSIVE</b>	

**Base: Ask those answering 1-2 on QS1**

**SINGLE RESPONSE**

**QS3.** Are any of your speakers in your household a smart display? Smart displays are a smart speaker with a screen. Popular brands include Amazon Echo Show, Facebook/Meta Portal, Google Nest Hub

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Don't know		

**Base: Ask those answering 1-2 on QS1 and who have children from QZ6. Pull child ages from QZ7**

**SINGLE RESPONSE FOR EACH CHILD [ONLINE SHOW AGES SELECTED AT QZ7 OR QZ7A]**

**QS4.** Do any of the children in your household use a smart speaker?

**READ OUT:** Please tell me for each child

*Please select one per row*

	1. Yes	2. No
Child 1	1	2
Child 2	1	2
Child 3	1	2
Child 4	1	2
Child 5	1	2
Prefer not to say		

**Base:** Ask those answering 1-2 on QS1

**MULTI RESPONSE FOR CODES 1-9, RANDOMISE**

**QS5.** In which rooms in your house do you have a smart speaker or a smart display?

*Please select all that apply, showcard 5*

Code	Answer list	Scripting notes	Routing
1	Living room/lounge		
2	Kitchen/kitchen-diner/dining room		
3	Hallway/landing		
4	Bathroom/shower room		
5	Bedroom		
6	Garage/shed		
7	Study/home office		
8	Move around as needed/portable		
9	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	

**Base:** Ask if household has a smart speaker at QS1 (Code 1-2), others skip to QS8

**MULTI RESPONSE FOR CODES 1-9**

**QS6.** Which brands or types of smart speakers/smart display do you have in your household?

*Please select all that apply, showcard 6*

Code	Answer list	Scripting notes	Routing
1	Amazon Echo (with Alexa voice assistant)		

2	Apple HomePod		
3	Bose		
4	Google Home/Google Nest		
5	Facebook/Meta Portal		
6	Samsung		
7	Sonos		
8	Sony		
9	Other (please specify)	ADD OPEN TEXT BOX	
10	Don't know	SINGLE CODE	

Base: Ask all who use a smart speaker at QS1 (code 1), others to skip to QS8

**MULTI RESPONSE FOR CODES 1-15, RANDOMISE**

**QS7.** Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

*Please select all that apply, showcard 7*

Code	Answer list	Scripting notes	Routing
1	Listen to live radio (so at the same time as the show is broadcast)		
2	Listen to catch-up radio (so after the show was originally broadcast)		
3	Listen to music via a streaming service – like Spotify, Apple Music or Deezer		
4	Listen to a podcast		
5	Listen to an audiobook		
6	Play an interactive audio game		
7	Get news reports		
8	Get weather reports		
9	Get travel information or updates		
10	Searching for information online or asking general questions		
11	As an alarm, personal schedule reminder or to make a shopping list		
12	To control smart home devices, such as smart TV, heating or lighting		
13	To make calls, send texts or emails (including pairing with mobile phone)		
14	To watch videos	ONLY SHOW IF S3=1	

15	Other (please specify)	ADD OPEN TEXT BOX	
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Base: All respondents

**MULTI RESPONSE FOR CODES 1-9, RANDOMISE**

**QS8.** Which of the following smart home technologies, if any, do you, or does anyone in your household have in your home at the moment?

Smart devices are electronic devices that can connect to the internet and that you can interact with or control remotely using voice commands or apps.

*Please select all that apply, showcard 8*

Code	Answer list	Scripting notes	Routing
1	<b>Smart home video doorbells / security cameras</b> (e.g. Ring, Nest, SimpliSafe)		
14	<b>Smart home security alarms</b> (e.g. Verisure, ADT, Sky Protect)		
2	<b>Smart trackers</b> such as Airtag/tile		
3	<b>Smart bathroom scales</b> which work with an app to keep a record of measurements and set goals		
4	<b>Smart baby monitors</b> which you can view and talk through on your mobile phone or smart speaker		
5	<b>Smart lighting/heating/hot water controls</b> (using an app on your mobile phone or smart speaker)		
6	<b>Smart smoke alarms</b> which send an alert to your phone		
7	<b>Smart home appliances</b> (e.g. fridge freezer, washing machine, tumble dryer, dishwasher)		
8	<b>Smart robots</b> (e.g. lawnmower, vacuum cleaner, mopper)		
9	<b>Smart plugs</b> which allow you to control home appliances remotely so you can turn them on or off using an app		
10	<b>Smart fitness equipment</b> (e.g bikes, treadmills etc) which allow you to exercise virtually with others and access courses and resources		
11	Other (please specify)	ADD OPEN TEXT BOX	
12	None of these (SINGLE CODE)		
13	Don't know (SINGLE CODE)		

Base: All respondents

**SINGLE RESPONSE**

**QV1.** Does anyone in your household have a car, and if so, do you use it as a driver or a passenger?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – and I use the car/cars as a driver		
2	Yes – but I only use the car/cars as a passenger		
3	Yes – but I don't use the car/cars as a driver or a passenger		
4	No		

**Base:** Ask those answering code 1 or 2 at QV1

**MULTI RESPONSE**

**QV2A.** Does any car used by someone in your household have any of these features?

*Please select all that apply, showcard 9*

Code	Answer list	Scripting notes	Routing
1	A DAB/DAB+ digital radio		
2	The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth		
3	An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav/ etc		
4	Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring		
	The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto		
7	In-built WiFi 'hotspot' – so that you and others can use the car's own data connection to go online		
8	Remote monitoring of the car using a smartphone – for example enabling you to identify faults or remind you where you parked		
9	A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead		
10	Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet		

11	Voice assistant for e.g. making calls, playing music or navigation		
12	None of these	<b>SINGLE CODE</b>	
13	Don't know	<b>SINGLE CODE</b>	

**Base: Ask those answering code 1 or 2 at QV1**

**MULTI RESPONSE, ONLY SHOW STATEMENT IF CODED YES AT QV2A, RANDOMISE**

**QV2B.** And do you ever use any of these features?

*Please select all that apply, showcard 9*

Code	Answer list	Scripting notes	Routing
1	A DAB/DAB+ digital radio		
2	The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth		
3	An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav/ etc		
4	Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring		
	The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto		
7	In-built WiFi 'hotspot' – so that you and others can use the car's own data connection to go online		
8	Remote monitoring of the car using a smartphone – for example enabling you to identify faults or remind you where you parked		
9	A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead		
10	Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet		
11	Voice assistant for e.g. making calls, playing music or navigation		
12	None of these	<b>SINGLE CODE</b>	
13	Don't know	<b>SINGLE CODE</b>	

## Landline Phone Section

READ OUT: The next few questions are about landline telephone services in your home – these use phone handsets (which can be corded or cordless) that you plug into a socket in the wall or directly or indirectly into your router. This is not a mobile phone or online voice service you access on a smartphone, tablet or computer, such as Skype or WhatsApp.

**Base: All respondents**

### SINGLE RESPONSE

**QL1.** Is there a landline phone in your home, and if there is, what can it be used for? Not a mobile phone or internet voice service.

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – can use it to <u>make</u> and receive calls		
2	Yes – can receive but not make calls/incoming calls only		
3	Yes, but line not working properly/needs to be repaired		
4	No, do not have a landline phone		
5	Don't know		

**Base: Ask if have a landline phone at home that can be used to make calls (QL1 Code 1) – others skip to QL3**

### SINGLE RESPONSE

**QL2.** How often do you use this landline phone handset at home yourself to make calls?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	I use the landline phone to make all my calls		
2	I often use the landline phone to make calls		
3	I occasionally use the landline phone to make calls		
4	Never		
5	Don't know		

**Base: Ask if have a home landline phone at QL1 (Codes 1-3), others skip to QM1**

### SINGLE RESPONSE

**QL3.** Which of these is your main supplier for your landline?

*Please select one only, showcard 10*



Code	Answer list	Scripting notes	Routing
1	BT		
2	EE		
3	KCOM		
4	NOW		
5	Plusnet		
6	Post Office/Shell Energy		
7	Sky		
8	TalkTalk		
9	Hyperoptic		
10	Utility Warehouse		
11	Virgin Media		
12	Vodafone		
13	Gigaclear		
14	Community Fibre		
15	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
16	Don't know		

**Base: Ask if do not have a landline phone or do not know (code 4 or 5 at L1)**

**SINGLE RESPONSE**

**QL5.** You said that you don't have (or are not sure if you have) a landline phone at home. Does your household have a landline phone connection/ service that you pay for? This could be as part of a package with broadband and/or TV services, but that you don't use.

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Don't know		

**Mobile Phone Section**

READ OUT: Now some questions about mobile phones.

**Base: All respondents**

**SINGLE RESPONSE**



**QM1.** Are there any working mobile phones in your household? Please include any phones used for work or other purposes.

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, and I personally use one		
2	Yes, but I don't personally use one		
3	No		
4	Don't know		

**Base: Ask all with a mobile phone in the household at QM1 (Codes 1-2)**

**SINGLE RESPONSE**

**QM2.** Are any of the mobile phones in your household a smartphone? A smartphone is a phone on which you can easily access emails, download files and apps, as well as view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy.

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, and I personally use one		
2	Yes, but I don't personally use one		
3	No		
4	Don't know		

**Base: All who personally use a mobile phone (QM1=1)**

**SINGLE RESPONSE**

**QM3.** Which of these describes how your main mobile phone?

*Please select one only, showcard 11*

Code	Answer list	Scripting notes	Routing
1	It was bought as a brand new phone – as part of a contract including calls, texts and data		
2	It was bought as a brand new phone – not as part of a contract, just the phone itself		
3	It was bought as a refurbished/used phone		
4	It was passed on to me/ hand me down		
5	Something else – (please specify)		
6	Don't know		

Base: Ask all who personally use a mobile phone at QM1 (Code 1) or Smartphone at QM2 (1)

**SINGLE RESPONSE**

**QM4.** Which mobile network do you use the most often?

*Please select one only, showcard 12*

Code	Answer list	Scripting notes	Routing
1	Asda Mobile		
2	BT		
3	EE		
4	Giffgaff		
5	iD Mobile (Carphone Warehouse)		
6	Lebara		
7	Lycamobile		
8	O2		
9	Plusnet		
10	Sky Mobile		
11	Smarty		
12	Talk Mobile		
13	TalkTalk		
14	Tesco		
15	Three/3		
16	Utility Warehouse		
17	Virgin Mobile/ Any Virgin		
18	Vodafone		
19	Voxi		
20	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
21	Don't know		

Base: Ask all who personally use a smartphone at QM2 (Code 1), others skip to QM6

**SINGLE RESPONSE**

**QM5.** Can you access a 4G or 5G service on your smartphone?

If you can access 5G on your smartphone, please **do not also select 4G.**

*Please select one only*

Code	Answer list	Scripting notes	Routing
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1	Yes – 5G		
2	Yes – 4G		
3	No, neither		
4	Don't know		

**Base: Ask all who personally use a mobile phone at QM1 (Code 1) or Smartphone at QM2 (1), others skip to internet section**

**SINGLE RESPONSE**

**QM6.** Which of these best describes the mobile package you personally use most often?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Prepay/pay as you go – using top-ups		
2	Monthly contract/SIM-only – paying monthly		
3	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
4	Don't know		

**Base: ASK IF HAVE A PAY MONTHLY/ CONTRACT PHONE AT QM6 (CODE 2) – OTHERS SKIP TO QM9**

**SINGLE RESPONSE**

**QM7.** When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM only contract?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Handset and contract		
2	SIM only deal		
3	Don't know		

**Base: Ask all who have 4G or 5G service at QM5 (codes 1-2) and who pay through a contract at QM6 (Code 2)**

**SINGLE RESPONSE**

**QM8.** How much data allowance do you get included with your mobile phone contract?

*Please select one only, showcard 13*

Code	Answer list	Scripting notes	Routing
1	1-2GB		
2	3-10GB		

3	11-50GB		
4	51-100GB		
5	101-250GB		
6	Unlimited data		
7	Don't know		

**Base: If have smartphone at QM2 (Code 1)**

**SINGLE RESPONSE**

**QM9.** Thinking of your main mobile phone does it use an Apple or an Android operating system? iPhones are Apple, other brands use Android (e.g. Google Pixel, Samsung Galaxy)

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Apple		
2	Android		
3	Neither		
4	Don't know		

**Base: If code 1 in QM9**

**SINGLE RESPONSE**

**QM10A.** Have you switched from an Android phone in the last 5 years?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, in the last year		
2	Yes, 2-3 years ago		
3	Yes, 4-5 years ago		
4	No		
5	Don't know		

**Base: If code 2 in QM9**

**SINGLE RESPONSE**

**QM10B.** Have you switched from an Apple phone in the last 5 years?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, in the last year		

2	Yes, 2-3 years ago		
3	Yes, 4-5 years ago		
4	No		
5	Don't know		

**Base: If code 4 in QM10a or Code 4 in QM10B**

**MULTI RESPONSE CODE 1-10**

**QM11.** Why have you not switched operating system from Apple to Android or Android to Apple?

*Please select all that apply, showcard 14*

Code	Answer list	Scripting notes	Routing
1	Too complicated to switch over		
2	Too complicated to learn to use a new operating system		
3	Cost		
4	Didn't see any benefits to doing so		
5	I have other devices linked to my current operating system (e.g. a smart TV, a smart watch)		
6	Worried about losing data/photos/messages if I moved operating system		
7	Preference for current operating systems		
8	Preference for current phone model (e.g. iPhone, Samsung Galaxy)		
9	Data security/privacy reasons		
10	Other		
11	Don't know	<b>SINGLE CODE</b>	

**Base: If code 1 or 2 at QM6**

**SINGLE RESPONSE**

**QM12.** What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Physical SIM		
2	eSIM (a digital sim card, first introduced to some phones in 2016)		
3	Both physical and eSIM		

4	Don't know		
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**Base: If code 3 at QM12**

**MULTI RESPONSE OK CODE 2-6**

**QM13.** What do you use your e-SIM for?

*Please select all that apply, showcard 15*

Code	Answer list	Scripting notes	Routing
2	International calls		
3	Additional data in the UK		
4	To give me better connectivity in busy or remote areas of the UK		
5	As a separate contact method, for example, for business purposes		
6	To use when abroad for calls or data		
7	Other (SPECIFY)	<b>EXCLUSIVE, ADD OPEN TEXT BOX</b>	
8	Don't know	<b>SINGLE CODE</b>	

**Internet Section**

READ OUT: 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, or watch a TV programme or video clip online.

**Base: All respondents**

**SINGLE RESPONSE**

**QE1.** Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc) and if so, do you personally use the internet at home?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – have access and use at home		
2	Yes – have access but don't use at home		
3	No – do not have access at home		
4	Don't know		

Base: Ask all with internet access at home at QE1 (codes 1-2) who live in a household with 2+ people at QZ4. Otherwise skip to QE4

**OPEN RESPONSE**

**QE2.** Including yourself, how many people in your household share the internet connection?

*Please type your response in the box below*

Base: Ask all with internet access at home at QE1 (Codes 1-2)

**MULTI RESPONSE**

**QE3.** Which of these – if any- is your home internet connection used for?

*Please all that apply, showcard 16*

Code	Answer list	Scripting notes	Routing
1	Working from home		
2	Personal school work/study/homework		
3	University/college work		
4	Virtual school lessons or university lectures/seminars		
5	None of these	<b>SINGLE CODE</b>	

Base: All respondents

**MULTI RESPONSE, RANDOMISE**

**QE4.** Do you ever access the internet outside your home in any of the following locations?

*Please select all that apply, showcard 17*

Code	Answer list	Scripting notes	Routing
1	Your workplace		
2	School/ college/ university		
3	Library		
4	UK culture centre/ Learn Direct/ other online learning centres		
5	Internet café		
6	In someone else's home		
7	While travelling (e.g. on-board trains, from airport departure lounges, etc)		
8	In cafes/ restaurants/ pubs/ bars		
9	In shops or shopping centres		
10	In leisure centres/ gyms/ sports grounds		



11	Outdoor areas such as parks		
12	Other (write on)	ADD OPEN TEXT BOX	
13	No, do not	SINGLE CODE	

**Base: Ask if use internet at home at QE1 (Code 1) or elsewhere at QE4 (Codes 1-12), others skip to QE7**

**SINGLE RESPONSE**

**QE5.** How often do you personally use the internet nowadays either at home or elsewhere?

This includes time using social media and messaging, watching films, TV programmes and videos online, listening to online audio or radio, playing games online, on video calls, searching for information online and doing schoolwork.

This 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.

*Please select one only, showcard 18*

Code	Answer list	Scripting notes	Routing
1	I am almost always on the internet		
8	Most of the day		
9	Several times a day		
10	A few times a day		
2	About once a day		
3	Several times a week		
4	At least once a week		
5	Less often		
6	Never		
7	Don't know		

**Base: Ask all who use the internet at home at QE1 (Code 1) or elsewhere at QE4 (Codes 1-12)**

**SINGLE RESPONSE**

**QE6.** And how many hours in a typical week would you say you spend online

*Please select one only, showcard 19*

Code	Answer list	Scripting notes	Routing
1	None		
2	Up to 7 hours		
3	8 to 14 hours		
4	15 to 22 hours		
5	23 to 29 hours		

6	30 to 39 hours		
7	40 to 49 hours		
8	Over 50 hours		
9	Don't know / unsure		

CONTINUE IF HAVE ACCESS TO THE INTERNET AT HOME AT QE1 (CODE 1 OR 2)

CONTINUE IF USE THE INTERNET ANYWHERE ELSE AT QE4 (CODES 1-12)

THOSE WITHOUT ACCESS AT HOME AND WHO DO NOT USE THE INTERNET ANYWHERE ELSE SKIP TO QE17

Base: Ask if have access to the internet at home at QE1 (Code 1 or 2), those without access at home skip to QE9

**MULTI RESPONSE**

**QE7.** Which of these methods does your household use to connect to the internet at home?

*Please select all that apply, showcard 20*

Code	Answer list	Scripting notes	Routing
1	<b>Fixed Broadband</b> through a phone line or cable service – perhaps using a Wi-Fi router to go online, via any device		
2	Access to the internet using a <b>mobile phone network (either on your mobile phone or another device)</b> – using your phone's <b>3G, 4G or 5G mobile network</b>		
3	<b>Broadband from a mobile network</b> – connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card		
4	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
5	Don't know	<b>SINGLE CODE</b>	

Base: Ask if have access to the internet at home at QE1 (Code 1-2), others skip to QE9

**SINGLE RESPONSE**

**QE8.** Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

*Please select one only, showcard 21*

Code	Answer list	Scripting notes	Routing
1	BT		
2	Community Fibre		
3	EE		

4	Gigaclear		
5	Hyperoptic		
6	KCOM		
7	John Lewis		
8	NOW		
9	Plusnet		
10	Shell Energy/Post Office		
11	Sky		
12	OVO		
13	TalkTalk		
14	Three Broadband		
15	Utility Warehouse		
16	Virgin Media		
17	Vodafone		
18	Zen		
19	Other (please specify)		
20	Don't know		

**Base: ask if use internet at home at QE1 (code 1) or elsewhere at QE4 (codes 1-12) – others skip to routing at QE12**

**MULTI RESPONSE, PER ROW**

**QE9.** Please think about any time you go online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal.

For each activity listed below, please indicate whether you do each activity on **a mobile phone and/or another device, or not at all.**

*Please select one per activity, showcard 22*

Row Codes	<b>PURCHASING/ FINANCES</b>
1	Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food)
2	Online shopping for services (e.g. holiday booking, travel booking, insurance, events)
5	Managing personal or household finances, e.g. online banking/ paying bills/ setting up direct debits
	Finding information or applying for benefits/ tax credits/ other government or charitable support
	Contactless payments via a mobile or at point of sale (e.g. credit or debit cards, Apple Pay, Google Wallet)

6	Selling or trading items online e.g. eBay, Facebook, Vinted
	<b>COMMUNICATION</b>
7	Send/ receive e-mails
8	Communicating via instant messaging e.g. Facebook Messenger, Microsoft Teams chat, WhatsApp
9	Make/receive <u>voice calls</u> over the internet e.g. Microsoft Teams, WhatsApp or Zoom ( <b>LOCK WITH CODE 10</b> )
	Send / receive SMS text messages
	Making calls using your mobile network
10	Make/receive <u>video calls</u> over the internet e.g. via FaceTime, Microsoft Teams, WhatsApp or Zoom ( <b>LOCK WITH CODE 9</b> )
30	Creating content through blogging or vlogging
	<b>INFORMATION</b>
26	Using a 'wallet' to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)
11	Finding/ downloading information for work/ school/ university
12	Using local council/ Government sites, e.g. to contact, to find information, to complete processes such as passport applications
13	Accessing news/ weather/ sports
27	Scanning QR codes
14	Maps/ Directions/ navigation/ travel planning
	Using generative AI sites or tools such as Chat GPT, Google Bard, Snapchat My AI
15	Storing/ sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive
	<b>HEALTH/ PERSONAL INFORMATION</b>
	Personal / household organisation tools such as calendar management/ task planning etc.
17	Using apps or websites to book and/ or access healthcare services e.g. consultation with hospital or GP
18	Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc. )
	<b>ENTERTAINMENT</b>
19	Watching or downloading TV programmes/ films/ sport content (e.g. Netflix, BBC iPlayer, or Sky Go)
20	Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)
21	Listening to radio
28	Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts)
29	Listen to an audiobook or read an e-book

22	Playing or downloading games
	<b>SOCIAL (LOCK AS LAST GROUP)</b>
24	Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat)
25	Other (WRITE IN) (LOCK POSITION)

Answer Codes	
1	I do this on a mobile phone <b>[ONLY SHOW IF HAVE MOBILE PHONE IN THE HOUSEHOLD AT QM1 (CODES 1-2)]</b>
2	I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)
3	I do not do this online at all

**Base: Ask if have a smartphone at QM2 (Code 1)**

**MULTI RESPONSE OK CODES 1-16, RANDOMISE**

**QM15.** Do you use any of the following types of apps on your smartphone?

*Please select all that apply, showcard 23*

Code	Answer list	Scripting notes	Routing
1	Banking		
2	Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)		
3	Games		
4	Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds)		
5	Navigation/Maps		
6	News/ Newspapers		
7	Payment services (e.g. Apple Pay, PayPal)		
8	Shopping (e.g. Amazon, Ocado, eBay)		
9	Social media (Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok)		
10	Taxi booking or travel (e.g. Uber, Trainline)		
11	TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)		
12	Messaging apps (e.g. WhatsApp, Facebook Messenger)		
13	Fitness or health apps (e.g. Strava, Apple Health app)		

14	Review apps (e.g. Goodreads, Tripadvisor)		
15	Smart home technology apps (e.g. Ring)		
16	None of these	<b>SINGLE CODE</b>	
17	Don't know	<b>SINGLE CODE</b>	

**Base: Ask if 1 or 2 to 22 on QE9 OR QM15=3, others skip to QE11**

**MULTI RESPONSE, RANDOMISE**

**QE10.** In the last 3 months, have you or has anyone in your household used any of these gaming subscription services?

*Please select all that apply, showcard 24*

Code	Answer list	Scripting notes	Routing
1	PlayStation plus (may also be called 'Essential', 'Extra' or 'Premium')		
2	Nintendo switch online		
3	Xbox live gold/ Xbox Game Pass Core/ Xbox Ultimate/console		
4	EA Play on Xbox or PlayStation		
5	Prime gaming		
6	Apple arcade		
7	Google play pass		
8	Netflix games		
9	Ubisoft		
10	A game streaming service e.g. Google Stadia, GeForce now		
11	Other, please state	<b>ADD IN OPEN TEXT BOX</b>	
12	Don't know	<b>SINGLE CODE</b>	
13	None of these	<b>SINGLE CODE</b>	

**Base: Ask if use internet at home at QE1 (Code 1) or elsewhere at QE4 (Codes 1-12), others to routing at QE12**

**MULTI RESPONSE FOR CODES 1-3**

**QE11.** Do you ever connect to the internet using a VPN (Virtual Private Network). A VPN is a secure and virtual connection, separate from your own internet connection. Often it will require you to log in to the network from your computer while already connected to your own internet connection

*Please select one only, showcard 25*

Code	Answer list	Scripting notes	Routing
1	Yes, for work/business purposes		

2	Yes, for education purposes		
3	Yes, for other reasons		
4	No	<b>SINGLE CODE</b>	
5	Don't know	<b>SINGLE CODE</b>	

**Base: Ask if have fixed broadband at home (QE7 code 1), Others skip to routing at QE15**

**SINGLE RESPONSE**

**QE12.** Which of these fixed broadband services does your household have?

*Please select one only, showcard 26*

Code	Answer list	Scripting notes	Routing
1	Standard broadband – Broadband through a phone line or cable service – which is <u>not</u> superfast, so the download speed is less than 30 Mbps		
2	Superfast broadband – A premium service that delivers higher speeds through either fibre optic or cable service – so the download speed is 30Mbps or higher and less than 300Mbps		
3	Ultrafast broadband – the download speed is 300Mbps or higher		
4	Don't know		

**Base: Ask all with foxed broadband at home at QE7 (Code 1)**

**SINGLE RESPONSE**

**QE13.** A wireless router allows you to have a wireless broadband connection throughout the house (also known as Wi-Fi), without needing cables running from your PC, laptop or other device to your telephone socket.

Do you or anyone in your household use a fixed wireless internet connection at home – (also known as Wi-Fi)?

[FOR THOSE WITH BOTH FIXED AND MOBILE BB – Please do not count your mobile broadband. In this case we are only talking about your broadband access which is connected to your fixed line]

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
4	Don't know		

**Base: Ask all with WIFI(QE13 code 1)**

**MULTI RESPONSE**

**QE14.** How often, if ever do you unplug or switch the power off on your WiFi router? Please select the statement(s) that best describes what you do in your home.

*Select all that apply, showcard 27*

Code	Answer list	Scripting notes	Routing
1	Switch it off whenever I/we are not using it		
2	Switch it off at night		
3	Switch it off when I/we go out		
4	Switch if off when I /we are away from home overnight		
5	Never or very rarely switch it off		
6	Don't know	<b>SINGLE CODE</b>	

**Base:** Ask all without internet at home (QE1 code 3), others skip to text ahead of QE17

**MULTI RESPONSE**

**QE15.** How likely are you to get internet access at home in the next 12 months

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Certain to	<b>QE17</b>	
2	Likely to	<b>QE17</b>	
3	Unlikely to		
4	Certain not to		
5	Don't know	<b>QE17</b>	

**Base:** Ask all who are unlikely to get internet access in next 12 months at QE15 (Codes 3-4), others skip to text ahead of QE17 or QR1

**MULTI RESPONSE, RANDOMISE**

**QE16.** Which of these are reasons why you are unlikely to get internet access at home in the next 12 months.

*Please select one only, showcard 28*

Code	Answer list	Scripting notes	Routing
1	No need to go online/ not interested		
2	Broadband set ups costs are too high		
3	Cost of a desktop, tablet or laptop computer to use the internet is too high		
4	Cost of a mobile phone handset to use the internet is too high		



5	Monthly cost of a fixed broadband service is too high		
6	Monthly cost of a mobile phone service is too high		
7	Getting online/ getting connected to the internet is too complicated		
8	Using the internet is too complicated		
9	Happy to use the internet at work/ elsewhere		
10	Someone else can go online for me if necessary		
11	Don't have broadband where I live		
12	Broadband is too slow where I live		
13	Concerned about security/ fraud/ privacy		
14	Concerned about harmful/offensive content		
15	Poor eyesight		
16	Other (write in)	ADD OPEN TEXT BOX	
17	Don't know	SINGLE CODE	

Base: Ask all who have not said they use voice or video calls online at QE9 (not codes 9-10)

**SINGLE RESPONSE**

**QE17.** As well as using landlines and mobile phones it is possible to make phone calls using the internet, using services such as Microsoft Teams, FaceTime, WhatsApp, Zoom or Facebook Messenger.

Have you or anyone in your household ever used one of these services to make voice or video calls using the internet at home?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No never used		
3	Don't know		

Base: Ask if use online voice or video calls at QE17 (Code 1) or at QE9 (Codes 9-10)

**MULTI RESPONSE, RANDOMISE**

**QE18. TEXT FOR THOSE WHO USE AT QE9 (CODES 9-10) –** You said earlier that you make voice or video calls using an online service...

Which supplier or service do you or anyone in your household use to make voice or video calls using the internet?

*Please select all that apply, showcard 29*

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

1	Facebook Messenger		
2	FaceTime		
3	Google Chat		
4	Google Meet		
5	Instagram		
6	Microsoft Teams		
7	Skype		
8	Snapchat		
9	WhatsApp		
10	Zoom		
11	Telegram		
12	Signal		
13	Discord		
14	Other (write in)	ADD OPEN TEXT BOX	
15	Don't know	SINGLE CODE	

Base: Ask if use online voice or video calls at QE17 (Code 1) or at QE9 (Codes 9-10)

**SINGLE RESPONSE**

**QE19.** How often do you or anyone in your household use these services to make or receive voice or video calls?

*Please select one only, showcard 30*

Code	Answer list	Scripting notes	Routing
1	Every day		
2	At least once a week		
3	At least once a month		
4	A few times a year		
5	Less than once a year		
6	Don't know		

Base: Ask if use online voice or video calls at QE17 (Code 1) or at QE9 (Codes 9-10)

**MULTI RESPONSE, RANDOMISE**

**QE20.** Which – if any – of these are the voice or video calls used for?

*Please select all that apply, showcard 31*

Code	Answer list	Scripting notes	Routing
1	Working from home		

2	Distance/virtual learning (e.g. video lessons with a teacher)		
3	Catching up with friends/family		
4	Medical calls with doctor or other healthcare professional		
5	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
6	None of these	<b>SINGLE CODE</b>	

### Radio Section

READ OUT: This next section of questions is about radio and audio activities

Base: Ask all

#### OPEN RESPONSE, NUMERIC, WHOLE NUMBERS ONLY, MIN 0, MAX 30

**QR1.** How many radios do you have in your home that you, or someone in your household, listen to? Please do not include any other devices you use to listen to the radio e.g. smart speakers or TVs.

*Please type your response in the box below*

Code	Answer list	Scripting notes	Routing
1	None		
2	1		
3	2-3		
4	4-5		
5	6-10		
6	11 or more		
7	Don't know		

Base: Ask all who have at least 1 radio at QR1 (codes 2-6)

#### SINGLE RESPONSE, RANDOMISE

**QR2.** You said that you have [NUMBER IN BOX AT QR1] radios in your home that someone in the household listens to in most weeks. How many of these [NUMBER IN BOX AT QR1] radio(s) are DAB radio sets?

DAB radio sets are those that can receive digital radio signals rather than traditional AM/FM frequencies. Many stations broadcast on both, but examples of digital only radio stations include Absolute 80s, BBC 6 Music, Radio 5 live sports extra.

*Please type your response in the box below*

Code	Answer list	Scripting notes	Routing
1	None		
2	1		
3	2-3	HIDE IF QR1=2+	
4	4-5	HIDE IF QR1=3+	
5	6-10	HIDE IF QR1=4+	
6	11 or more	HIDE IF QR1=5+	
7	Don't know		

Base: Ask all

**SINGLE RESPONSE PER ROW, RANDOMISE**

**QR3.** How often, if at all, do you do each of these types of activities...

**PROMPT** (This can be on ANY device including radio sets, smart speakers, mobile phone, smart TVs, etc.) Please select all that apply

*Please select one per row, showcard 32*

		At least daily	At least weekly	At least monthly	Less than once a month	Never	Don't know
A	Listen to live radio (so at the same time as the show is broadcast)	1	2	3	4	5	6
B	Listen to catch-up radio (so after the show was originally broadcast)	1	2	3	4	5	6
C	Listen to podcasts	1	2	3	4	5	6
D	Listen to a paid-for or subscription music streaming service – e.g. Spotify Premium or Apple Music (LOCK WITH CODE E)	1	2	3	4	5	6
E	Listen to a free music streaming service – e.g. Spotify Free (LOCK WITH CODE D)	1	2	3	4	5	6
F	Listen to an audiobook – e.g. usings apps such as Audible	1	2	3	4	5	6
G	Listen to music videos online or through music TV channels	1	2	3	4	5	6
H	Play an interactive audio game using only your voice – such as The Inspection Chamber or Jeopardy	1	2	3	4	5	6
I	Social audio services (e.g. Clubhouse)	1	2	3	4	5	6

Base: Ask those answering code 1 or 2 at QV1

**MULTI RESPONSE FOR CODES 1-8, RANDOMISE**

**QR4.** Which, if any of these ways do you listen to audio content in a car?

*Please select all that apply, showcard 33*

Code	Answer list	Scripting notes	Routing
1	Listen to live radio on an in-car FM or AM radio		
2	Listen to live radio on an in-car DAB/DAB+ radio		
3	Listen to radio on a mobile phone		
4	Listen to music on an in-car CD or tape player		
5	Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone		
6	Listen to music using a streaming service like Spotify, Apple Music or Deezer <b>via an in-car infotainment system</b> (not via a mobile phone)		
7	Listen to music stored on a phone		
8	Listen to a podcast via a mobile phone		
9	None of these	<b>SINGLE CODE</b>	

Base: Ask all

**MULTI RESPONSE FOR CODES 1-4, RANDOMISE**

**QR5.** Some devices, as well as radio sets, can receive digital radio signals rather than traditional AM/FM frequencies. Many stations are broadcast on both, but examples of digital only radio stations include Absolute 80s, BBC 6 Music, Radio 5 live sports extras.

Before today, which, if any, of these ways of listening to digital radio were you aware of?

*Please select all that apply, showcard 34*

Code	Answer list	Scripting notes	Routing
1	DAB/DAB+ radio		
2	On TV via Freeview, cable or satellite TV services		
3	Online via an app or web browser on a smartphone, tablet or computer		
4	On a smart speaker such as Amazon Echo, Google Home		
5	I wasn't aware of digital radio before today	<b>SINGLE CODE</b>	

**Base: Ask those answering 1-4 in QR5**

**MULTI RESPONSE FOR CODES 1-9, RANDOMISE**

**QR6.** Before today, which, if any, of these features did you associate with digital radio versus FM and AM (manually tuned) radio?

*Please select all that apply, showcard 35*

Code	Answer list	Scripting notes	Routing
1	A wider choice of radio stations/ digital-only radio stations		
2	Clear and high-quality sound		
3	Interference free/ no dropped signal		
4	Extra features (including ability to pause and rewind live radio, programme guides)		
5	Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)		
6	Ease of use (e.g. find your station by name, not frequency)		
7	Future-proof		
8	Ready for switchover		
9	Being able to get rid of a standalone radio set by replacing it with a smart speaker or another online device		
10	None of these	<b>SINGLE CODE</b>	
11	Don't know	<b>SINGLE CODE</b>	

**Base: Ask All**

**SINGLE RESPONSE**

**QR7.** Before today, were you aware of DAB+ radio sets? A DAB+ radio set uses upgraded technology to enable a wider range of stations to be available than would be using a DAB radio set.

*Please select one only, showcard 36*

Code	Answer list	Scripting notes	Routing
1	Yes I am aware of DAB+ radio sets		
2	I am aware of DAB radio sets, but not about DAB+		
3	No I am not aware of DAB radio sets		

Base: Ask if answered yes to QR7 (QR7=1) and have DAB Radio at QV2 (QV2=1) or DAB Radio at QR5 (QR5=1)

**SINGLE RESPONSE**

**QR8.** Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes, I definitely have a DAB+ radio in a car	SHOW IF QV2=1	
2	Yes, I definitely have a DAB+ at home	SHOW IF QR5=1	
4	None of my DAB radio sets are DAB+ enabled		
3	Not sure if it is DAB or DAB+		

**TV Section:**

READ OUT: This section of questions is about TV and video services.

Base: Ask all

**SINGLE RESPONSE**

**QT1.** Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films? (By TV sets, we mean a device designed for the primary purpose of watching TV.)

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: Ask if have a TV at QT1 (Code 1), others skip to QT3

**SINGLE RESPONSE**

**QT2.** Which of these best describes the main TV set in your house?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	An HDTV set or HD ready TV – which can receive High-Definition picture quality		
2	An Ultra High Definition (known as UHD) TV set or UHD ready TV – also known as 4K TV		
3	Neither of these		
4	Don't know		

Base: Ask all

### MULTI RESPONSE FOR 1-6, RANDOMISE

**QT3.** Which – if any – of these TV services are used in your household to watch programmes, shows or films?

*Please select all that apply, showcard 37*

Code	Answer list	Scripting notes	Routing
1	Sky TV (with a monthly subscription)		
2	Virgin Media (cable TV subscription)		
3	Freeview or Freeview Play (a free service often built into TV sets)		
4	BT TV/ EE TV		
5	TalkTalk TV/ Plusnet TV/ YouView		
6	Freesat/ Sky TV (free service, no subscription)		
7	None of these	<b>SINGLE CODE</b>	
8	Don't know	<b>SINGLE CODE</b>	

**Base: Ask all with Sky TV at QT3 (Code 1)**

### SINGLE RESPONSE

**QT4.** Does your household have Sky Q, Sky+, Sky Stream or Sky Glass?

Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes.

Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet.

Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection

Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes – Sky+		
2	Yes – Sky Q		
3	Yes – Sky Stream		
4	Yes – Sky Glass		
5	Yes – multiple Sky systems		
6	Yes – not sure which		
7	No		
8	Don't know		



Base: Ask all

**MULTI RESPONSE FOR 1-8, RANDOMISE**

**QT5.** Do you have a subscription to any of these paid for services? Do not include any services that you use for one-off purchases or rentals.

*Please select all that apply, showcard 38*

Code	Answer list	Scripting notes	Routing
1	Netflix		
2	Amazon Prime		
3	Disney+		
4	NOW Cinema		
5	NOW Entertainment		
6	NOW Sports		
7	Paramount+		
8	ITVX Premium (formerly ITV Hub +)/STV PlayerVIP		
9	BritBox		
10	Channel 4+		
11	Apple TV+		
12	Discovery+		
	Other (please specify)	<b>ADD OPEN TEXT BOX</b>	
13	No, none of these	<b>SINGLE CODE</b>	

Base: Ask all where have a working TV at QT1 and use household internet access at QE1 (Code 1 or 2)

**MULTI RESPONSE, RANDOMISE**

**QT6.** Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

*Please select all that apply, showcard 39*

Code	Answer list	Scripting notes	Routing
1	Using TV streaming services on your smart TV (e.g. Netflix, Amazon Prime, etc. - often found on the menu or home screen)	<b>IF CODE SMART TV AT QD1</b>	
2	A set-top box connected to your TV (such as Sky+/Q, Virgin Media Tivo/V6, BT TV, YouView) to access streaming services		
3	A streaming box or stick (such as Amazon Fire TV, NOW, Google Chromecast, Roku, Apple TV) connected to your TV		

4	A button on your TV remote (e.g. Netflix, BBC iPlayer, Rakuten)		
5	Voice control through your TV remote		
6	A laptop/ computer connected to your TV	IF CODES 1-2 AT QD2	
7	A tablet computer (e.g. iPad) connected to your TV	IF CODE 3 AT QD2	
8	A smartphone connected to your TV	IF CODE 1 AT QM2	
9	Games console connected to your TV		
10	Connecting TV to on demand or streaming services via another method (please specify)	ADD OPEN TEXT BOX	
11	None of these	SINGLE CODE	
12	I do not watch any content on a TV set	SINGLE CODE	
13	Don't know	SINGLE CODE	

Base: Ask all who use streaming boxes/sticks (code 3 in QT6), others skip to QT8

**MULTI RESPONSE, RANDOMISE**

**QT7.** You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which – if any – of the following do they use to do this?

*Please select all that apply, showcard 40*

Code	Answer list	Scripting notes	Routing
1	Amazon Fire TV (plug in stick, plug in box or cube)		
2	Google Chromecast		
3	Roku		
4	Apple TV box		
5	NOW Smart Stick or Box		
6	Virgin Media Stream		
7	Sky Stream		
8	Other (please specify)	ADD OPEN TEXT BOX	
9	Don't know	SINGLE CODE	

Base: Ask in Northern Ireland Only, others skip to demographics. Ask if have a TV at QT1 (Code 1), others skip to demographics

**SINGLE CODE PER ROW A-D**

**QT8.** How frequently, if at all, do you watch each of these channels? Please only include watching these channels live on broadcast TV, not including any catch-up services or clips online.

*Please select one for each option, showcard 41*

		Every day	At least weekly	At least monthly	Less often than monthly	Never	Don't know
A	RTÉ 1	1	2	3	4	5	6
B	RTÉ 2	1	2	3	4	5	6
C	Virgin Media One	1	2	3	4	5	6
D	TG4	1	2	3	4	5	6

## Demographics:

READ OUT: The final few questions are to find out more about you personally, to help us to further compare different groups of people. They will not be used to attempt to identify you, but if you are uncomfortable answering any of these you have the option to select prefer not to answer to each question.

Base: All respondents

### SINGLE RESPONSE

**QZ8.** Which one of these groups best describes your ethnic group or background?

*Please select one only, showcard 42*

Code	Answer list	Scripting notes	Routing
	<b><u>WHITE</u></b>	<b>HEADING NOT CODE</b>	
1	English/Welsh/Scottish/Northern Irish/British		
2	Irish		
3	Gypsy or Irish traveller		
4	Roma		
5	Any other White background (write in)	<b>ADD OPEN TEXT BOX</b>	
	<b><u>MIXED/ MULTIPLE ETHNIC GROUPS</u></b>	<b>HEADING NOT CODE</b>	
6	White and Black Caribbean		
7	White and Black African		
8	White and Asian		
9	Any other Mixed/ multiple ethnic background (write in)	<b>ADD OPEN TEXT BOX</b>	
	<b><u>BLACK OR BLACK BRITISH</u></b>	<b>HEADING NOT CODE</b>	
10	Caribbean		
11	African		
12	Any other Black/ Black British/ African/ Caribbean background (write in)		
	<b><u>ASIAN OR ASIAN BRITISH</u></b>	<b>HEADING NOT CODE</b>	

13	Indian		
14	Pakistani		
15	Bangladeshi		
16	Chinese		
17	Any other Asian background (write in)		
	<b><u>OTHER ETHNIC GROUP</u></b>	<b>HEADING NOTE CODE</b>	
18	Arab		
19	Any other background (write in)		
20	Prefer not to say/ Refused		

**Base: All respondents**

**MULTI RESPONSE**

**QZ9.** Which of these – if any – impact or limit daily activities or the work you can do?

*Please select all that apply, showcard 43*

Code	Answer list	Scripting notes	Routing
1	Hearing? Poor hearing, partial hearing, or are deaf		
2	Eyesight? Poor vision, colour blindness, partial sight, or are blind		
3	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		
4	Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc		
5	Breathing? Breathlessness or chest pains		
6	Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration		
7	Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, etc		
8	Your mental health? Anxiety, depression, or trauma-related conditions, for example		
9	Other illnesses/ conditions which impact or limit your daily activities or the work you can do	<b>ADD OPEN TEXT BOX</b>	
10	Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	<b>SINGLE CODE</b>	
11	Prefer not to say	<b>SINGLE CODE</b>	

Base: All respondents

**MULTI RESPONSE**

**QZ10.** What is your working status?

*Please select all that apply, showcard 44*

Code	Answer list	Scripting notes	Routing
1	In full-time employment		
2	In part-time employment		
3	Retired		
4	Unemployed		
5	A student		
6	Full-time responsibility for the home/ family		
7	Refused		

Base: All respondents

**MULTI RESPONSE**

**QZ11.** And is your home...?

*Please select all that apply, showcard 45*

Code	Answer list	Scripting notes	Routing
1	Being bought on mortgage		
2	Owned outright by household		
3	Rented from Local Authority/ Housing Association/ Trust		
4	Rented from private landlord		
5	Other (write in)	<b>ADD OPEN TEXT BOX</b>	
6	Don't know		
7	Prefer not to say		

Base: All respondents

**SINGLE RESPONSE**

**QZ12.** Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions?

*Please select one only, showcard 46*

	Per week Up to £199	Per Year Up to £10,399	
	From £200 to £299	From £10,400 to £15,599	1
	From £300 to £499	From £15,600 to £25,999	2
	From £500 to £699	From £26,000 to £36,399	3
			4

	From £700 to £999	From £36,400 to £51,999	5
	From £1,000 to £1,499	From £52,000 to £77,999	6
	£1,500 and above	£78,000 and above	7
		Don't know	8
		Refused	9

Base: All respondents

**MULTI RESPONSE**

**QZ13.** Does anyone in your household – including yourself – receive any of the following benefits

*Please select all that apply, showcard 47*

Code	Answer list	Scripting notes	Routing
1	Income Support		
2	Income-based Jobseeker's Allowance		
3	Pensions Credit		
4	Employment and Support Allowance (ESA)		
5	Universal Credit (and household has other earnings)		
6	Universal Credit (and household does not have other earnings)		
7	Personal Independence Payment (PIP)		
8	Carer's Allowance		
13	Disability Living Allowance		
9	Something else – Please say	<b>ADD OPEN TEXT BOX</b>	
10	None – do not receive any benefits	<b>SINGLE CODE</b>	
11	Don't know	<b>SINGLE CODE</b>	
12	Prefer not to say	<b>SINGLE CODE</b>	

Base: All respondents

**MULTI RESPONSE**

**QZ14.** How well would you say your household is managing financially at the moment? Would you say that you are...?

*Please select all that apply, showcard 48*

Code	Answer list	Scripting notes	Routing
1	Doing well		
2	Getting by		
3	Struggling		
4	Don't know/prefer not to say		

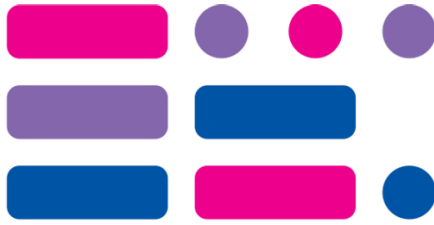


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