Attachment A—Questionnaire

**ACMA Spend management tools and alerts**

***INTRODUCTION FOR LANDLINE***

Good morning \ afternoon \ evening. My name is .... (**NAME**) from Newspoll in Sydney. We’re conducting a survey about phone services on behalf of the Australian Communications and Media Authority, which is the Federal Government telecommunications regulator. Just to let you know this call may be monitored for quality and coaching purposes and we’re **not** selling anything.

The survey should **only** take approximately 11 minutes, depending on your answers.

If you’re willing to participate, could I please start with your first name?

Your answers are for research purposes **only** and if there is anything you’d prefer **not** to answer, let me know.

***INTRODUCTION FOR MOBILE***

Good morning \ afternoon \ evening. My name is .... (**NAME**) from Newspoll in Sydney. We’re conducting a survey about phone services on behalf of the Australian Communications and Media Authority, which is the Federal Government telecommunications regulator. Just to let you know this call may be monitored for quality and coaching purposes and we are **not** selling anything. As you are on your mobile, are you doing anything that means it’s **not** safe to take this call at the moment?

The survey should **only** take approximately 11 minutes, depending on your answers.

If you’re willing to participate, could I please start with your first name?

Your answers are for research purposes **only** and if there is anything you’d prefer **not** to answer, let me know.

Q1 **HIDDEN QUESTION: STORE AREA IN Q1**

|  |  |
| --- | --- |
| 1 | Brisbane |
| 2 | Rest QLD |
| 3 | Sydney |
| 4 | Rest NSW \ ACT |
| 6 | Melbourne |
| 7 | Rest VIC |
| 8 | Adelaide |
| 9 | Rest SA |
| 10 | Perth |
| 11 | Rest WA |
| 12 | TAS |
| 13 | NT |
| 14 | Mobile |

**IF LANDLINE IE CODE 1-13 IN Q1. CODE 14 GO TO Q2(a)**

**IF MOBILE IE CODE 14 IN Q1. OTHERS GO TO Q2(b)**

Q2(a) To ensure we have a broad cross-section of people, please tell me if you are aged under 35 or 35 and over?

**ASK ALL POST PAID MOBILE**

Q2(b) **IF LANDLINE IE CODE 1-13 IN Q1 INSERT** “To ensure we have a broad cross-section of people, please tell me if you are aged...?” **IF MOBILE** **IE CODE 14 IN Q1 INSERT** “And would that be…?”)

 **READ OUT 01-04 IF AGED 18-34 OR 05-14 IF AGED 35 AND OVER**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | 18-19 |
| 2 | 20-24 |
| 3 | 25-29 |
| 4 | 30-34 |
| 5 | 35-39 |
| 6 | 40-44 |
| 7 | 45-49 |
| 8 | 50-54 |
| 9 | 55-59 |
| 10 | 60-64 |
| 11 | 65-69 |
| 12 | 70-74 |
| 13 | 75-79 |
| 14 | 80+ |
| 99 | **DO NOT READ** Refused |

Q3 **RECORD SEX**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Male |
| 2 | Female |

**ASK IF MOBILE SAMPLE IE CODE 14 IN Q1. OTHERS GO TO Q5**

Q4 And what is your postcode? **IF DON’T KNOW \ REFUSED CODE AS “9999”**

 **- ALLOW FOR A FOUR DIGIT RESPONSE**

 **\_\_ \_\_ \_\_ \_\_**

 **ASK SUBURB \ NEAREST TOWN IF DON’T KNOW POSTCODE. IF REFUSED POSTCODE RECORD AS “REFUSED”**

 **PROG NOTE:**

 **- OPTIONAL OPEN TEXT FIELD**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ASK ALL RESPONDENTS**

Q5 What is the highest level of primary or secondary school you personally have completed? Was it ...? **READ OUT**

* **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Year 9 or below |
| 2 | Year 10 |
| 3 | Or, year 11 or 12 |
| 4 | **DO NOT READ** Don't know \ refused |
| 5 | **DO NOT READ** Other **(SPECIFY)** |

***SECTION A* - *(screener section for post-paid mobile phone bill payers)***

**ASK ALL RESPONDENTS**

A1 Thinking now about telecommunications services. Which of these do you have? Firstly… **READ OUT**

 **IF RESPONDENT QUERIES VOIP** VoIP or internet telephones are a service where you make phone calls using the internet instead of using a traditional phone line. We are not including free Skype here.

* **MULTI RESPONSE**
* **IF 1-5 SELECTED THEN CANNOT SELECT CODE 99**

|  |  |
| --- | --- |
| 1 | A landline telephone at home  |
| 2 | A paid VoIP or internet telephone subscription |
| 3 | A fixed internet or fixed broadband connection at home which can include the use of a wireless modem |
| 4 | (**ONLY DISPLAY IF LANDLINE SAMPLE. IF MOBILE SAMPLE AUTOFILL**) A mobile phone  |
| 5 | A mobile broadband subscription, that is, internet via a data card, dongle, USB modem or tablet SIM card, but **not** internet on your mobile phone  |
| 99 | **DO NOT READ** Don’t know |

**ASK IF MOBILE SAMPLE AND HAVE LANDLINE \ VOIP IE CODE 14 IN Q1 AND CODE 1-2 IN A1. OTHERS GO TO A4**

A2 I’m sorry but for this survey we need to speak to people without a fixed home phone. **TERMINATE AND CODE AS NE4**

**THERE IS NO A3**

**ASK IF HAVE MOBILE PHONE IE CODE 4 IN A1. OTHERS GO TO Z6**

A4 Thinking just about your **mobile phone** service. Are you **solely** responsible for **paying** for this service, **jointly** responsible or **not** responsible? **DO NOT READ**

 **IF MORE THAN ONE PHONE** Please just answer for the one you are responsible for paying for

 **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Solely responsible |
| 2 | Jointly responsible |
| 3 | Not responsible |
| 99 | Don’t know |

**THERE IS NO A5**

**ASK IF SOLELY \ JOINTLY RESPONSIBLE IE CODE 1-2 IN A4. OTHERS GO TO Z5**

A6 And is your mobile phone a prepaid service or not? **DO NOT READ**

 **IF RESPONDENT QUERIES NOT PREPAID** These would be when you receive a bill and pay **after** using the service

 **IF RESPONDENT SAYS POSTPAID CODE AS CODE 2**

 **PROG NOTE:**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Prepaid  |
| 2 | Not prepaid \ post-paid |
| 99 | Don’t know |

***SECTION B* - PROG NOTE: ASK ALL POST PAID MOBILE IE CODE 2 IN A6. OTHERS GO TO Z5**

B1 For the remainder of the survey please just think about your post-paid mobile that you are paying for.

 Which company or service provider do you have this post-paid mobile phone service with? **DO NOT** **READ**

 **IF MENTION HAVE 2 OR MORE** Please just think about your **main** one

 **IF MENTION ANOTHER PROVIDER** Can I just confirm that it is a post-paid mobile phone service with this provider

* **SINGLE RESPONSE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 3 \ Three  |  | 15 | Optus |
| 2 | Amaysim |  | 16 | OZLinked |
| 3 | Boost \ Boost Mobile |  | 17 | Spintel |
| 4 | Club Telco |  | 18 | Telechoice |
| 5 | CMobile |  | 19 | Telstra |
| 6 | Crazy Johns  |  | 20 | Think Mobile |
| 7 | Dodo |  | 21 | TPG  |
| 8 | Hello Mobile |  | 22 | Vaya |
| 9 | iiNet  |  | 23 | Virgin \ Virgin Mobile |
| 10 | Internode |  | 24 | Vodafone  |
| 11 | iPrimus |  | 25 | Yatango |
| 12 | Jeenee Mobile |  | 96 | Other **(SPECIFY)** |
| 13 | Live Connected |  | 99 | Don’t know |
| 14 | Lyca Mobile |  |  |  |

**THERE IS NO B2**

B3(a) And is your current plan a SIM only plan or did it include a new handset? **DO NOT** **READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | SIM only  |
| 2 | New handset included |
| 99 | Don’t know |

B3(b) And is this plan… **READ OUT**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Currently under a contract |
| 2 | You had a contract but it has expired  |
| 3 | Or, is it a plan with no contract |
| 99 | **DO NOT READ** None \ don’t know |

B4 Are you currently bundling your post-paid mobile phone with any other telecommunications services? **DO NOT READ**

 **IF RESPONDENT QUERIES BUNDLE:** a ‘bundle’ is where you receive one bill with one price for all the services, and or some kind of discount on the total cost of the services.

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes \ bundling with other services |
| 2 | No \ not |
| 99 | Don’t know |

**THERE IS NO B5**

B6 In a typical month, what is the total amount of your normal bill for your post-paid mobile phone?

 **RECORD NUMBER OF DOLLARS (UP TO THREE DIGIT)**

 **IF RESPONDENTS SAYS IT VARIES** “What would be the average amount?”

 **(IF CODE 1 IN B4 SHOW)**

 **IF ON A BUNDLE** What would be the amount for your post-paid mobile phone only?”

 **IF ON A BUNDLE AND DON’T KNOW POSTPAID MOBILE AMOUNT CODE AS ‘998’**

 **IF DON’T KNOW PROBE FOR BEST ESTIMATE. IF STILL DON’T KNOW \ REFUSED CODE AS ‘999’**

 **- ALLOW THREE DIGIT RESPONSE IN RANGE 1-998, 999**

* **IF $500-$997 DISPLAY “UNLIKELY RESPONSE”**

 $\_ \_ \_

B7 What is the monthly mobile data allowance for your post-paid mobile plan? **DO NOT READ**

**IF DON’T KNOW PROBE FOR BEST ESTIMATE.**

 **(IF CODE 1 IN B4 SHOW) IF ON A BUNDLE** What would be the data allowance just for your post-paid mobile phone only?

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | No data |
| 2 | 500 MB or less  |
| 3 | 501 MB to 1GB |
| 4 | 1.1 to 1.5 GB |
| 5 | 1.6 to 2GB |
| 6 | 2.1 to 4 GB |
| 7 | 4.1 to 6 GB |
| 8 | More than 6 GB (but not unlimited) |
| 9 | Unlimited data |
| 98 | Mobile data allowance part of a bundle and can’t separate mobile data allowance from bundle allowance |
| 99 | Don’t know |

B8(a) Thinking now about your current mobile phone handset. Is this phone a smartphone?  **DO NOT READ**

 **IF NECESSARY** A smartphone is a phone that is designed to send and receive emails, browse the internet, and is capable of downloading apps

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes \ a smartphone  |
| 2 | No \ not a smartphone |
| 99 | Don’t know |

**ASK IF HAVE A SMARTPHONE IE CODE 1 IN B8(a). OTHERS GO TO B9**

B8(b) Is your mobile phone handset a 4G phone, sometimes called LTE, or is it a 3G phone? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | 4G \ LTE  |
| 2 | 3G |
| 3 | Neither |
| 99 | Don’t know |

**ASK ALL POST PAID MOBILE**

B9 Which of the following do you do, or use on your **mobile phone**? **READ OUT**

 **- MULTI RESPONSE**

 **- IF 1-15 SELECTED THEN CANNOT SELECT 98**

|  |  |
| --- | --- |
| 1 | SMS or text messages |
| 2 | MMS, sending picture or video messages |
| 3 | International phone calls |
| 4 | National calls |
| 5 | Internet browsing on your mobile i.e. online banking, ebay, news |
| 6 | Email on your phone |
| 7 | Social media apps such as Facebook, LinkedIn or Twitter on your mobile |
| 8 | Watch TV or video such as YouTube on your mobile phone |
| 9 | Listen to music or podcasts that are stored on your mobile phone |
| 10 | Stream or download music or podcasts or listen to the radio on your mobile  |
| 11 | Games you play on your mobile that use mobile data |
| 12 | Games you play on your mobile that do **not** use mobile data |
| 13 | Location services such as GPS or maps |
| 14 | Make phone or video calls or send messages from your mobile phone using apps such as Skype, FaceTime, WhatsApp or Viber |
| 15 | Other apps on your mobile that require mobile data |
| 98 | **DO NOT READ** None of these |

**THERE IS NO B10-B11**

**ASK IF HAVE A DATA ALLOWANCE IE CODE 2-99 IN B7. OTHERS GO TO NEXT SECT**

B12 Now thinking just about using your mobile phone for **data**, that is, using your phone’s data allowance and **not** when you are connected to a Wi-Fi network. Would you say you are a heavy, medium or light user when it comes to data usage on your mobile phone? **DO NOT READ**

**IF NECESSARY:** That is comparing your data usage with your view of Australian adults.

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Heavy user |
| 2 | Medium user |
| 3 | Light user |
| 4 | Don’t use data |
| 99 | Don’t know |

***SECTION C* - ASK ALL POST PAID MOBILE**

C1 Thinking now about bills for your mobile phone service. In the last 12 months, have you received a bill that was higher than you expected? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2 | No |
| 99 | Don’t know |

**ASK IF EXPERIENCED UNEXPECTEDLY HIGH BILL IN PAST 12 MONTHS IE CODE 1 IN C1. CODE 2-99 GO TO C3**

C2 How many times in the last 12 months have you received an unexpectedly high bill for your post-paid mobile phone? **DO NOT READ**

* **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Once |
| 2 | 2-3 times |
| 3 | 4-5 times |
| 4 | 6 times or more |
| 99 | Don’t know |

**ASK ALL POST PAID MOBILE**

C3 And compared with two years ago, would you say you are receiving unexpectedly high bills, **more** often now, **less** often now, or **about the same** as two years ago? **DO NOT READ**

* **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | More often now |
| 2 | Less often now |
| 3 | About the same as two years ago |
| 99 | Don’t know |

C4 Now thinking about possible ways of managing your mobile phone usage and spend. What do you do, if anything, to avoid high bills?  **PROBE FULLY**

 **OPEN TEXT FIELD**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ASK IF EXPERIENCED UNEXPECTEDLY HIGH BILL IN PAST 12 MONTHS IE CODE 1 IN C1 AND NO CODE 998 in B6. OTHERS GO TO C11**

C5 Thinking about the **last time** you received an unexpectedly high bill for your post-paid mobile phone. On that occasion, what was the total amount for the higher bill?

 **RECORD NUMBER OF DOLLARS (UP TO FOUR DIGIT)**

 **(IF CODE 1 IN B4 SHOW) IF ON A BUNDLE** What was the amount just for your post-paid mobile phone?

 **IF DON’T KNOW PROBE FOR BEST ESTIMATE. IF STILL DON’T KNOW \ REFUSED ENTER AS 9999**

 **IF MORE THAN $5,000 RECORD AS 5001**

 **PROG NOTE:**

 **- ALLOW FOUR DIGIT RESPONSE IN RANGE 1-5001, 9999**

* **IF $1,000-$5,001 DISPLAY “UNLIKELY RESPONSE”**

 $\_ \_ \_ \_

C6(a) Was this last unexpectedly high bill for your current mobile plan? **DO NOT READ**

 **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2 | No |

**ASK IF UNEXPECTEDLY HIGH BILL NOT ON CURRENT PLAN IE CODE 2 IN C6(a). CODE 1 GO TO C8**

C6(b) Who was the provider for that post-paid mobile phone plan? **DO NOT READ**

* **SINGLE RESPONSE**
* **USE CODE FRAME AS PER B1**

C7 What was the total amount of your normal bill for that post-paid mobile phone plan, in a typical month?

 **RECORD NUMBER OF DOLLARS (UP TO THREE DIGIT)**

 **IF RESPONDENTS SAYS IT VARIES** “What would be the average amount?”

 **IF DON’T KNOW PROBE FOR BEST ESTIMATE. IF STILL DON’T KNOW \ REFUSED CODE AS ‘999’**

 **IF MORE THAN $997 RECORD AS 997**

  **- ALLOW THREE DIGIT RESPONSE IN RANGE 1-997, 999**

* **IF $500-$997 DISPLAY “UNLIKELY RESPONSE”**

 $\_ \_ \_

**ASK ALL EXPERIENCED UNEXPECTEDLY HIGH BILL IN PAST 12 MONTHS IE CODE 1 IN C1**

C8 Why was the amount higher than usual, or higher than you expected? Was this because… **READ OUT**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | You had used the service more than you usually do |
| 2 | You had used new features |
| 3 | You used it overseas, on international roaming |
| 4 | You didn’t understand the plan or the way you would be charged |
| 5 | You had difficulty in monitoring your usage and spend |
| 6 | There was a provider error |
| 7 | Someone else used the service |
| 8 | You have made international calls |
| 96 | Or, something else (**SPECIFY)** |
| 99 | **DO NOT READ** Don’t know  |

**ASK IF CODE 1-5, 7 OR 96 IN C8. OTHERS GO TO C10**

C9 What features or type of use led to the excess charges? Any others? **PROBE FOR LIST**

 **IF RESPONDENT JUST SAYS USED DATA:** What did you use your data on?

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | SMS or text messages |
| 2 | MMS, sending picture or video messages |
| 3 | International phone calls |
| 4 | National calls |
| 5 | Internet browsing on your mobile |
| 6 | Email on your phone |
| 7 | Social media apps such as Facebook, LinkedIn or Twitter on your mobile |
| 8 | Watch TV or video such as YouTube on your mobile phone |
| 10 | Stream or download music or podcasts or listen to the radio on your mobile  |
| 11 | Games you play on your mobile that use mobile data |
| 13 | Location services such as GPS or maps |
| 14 | Make phone or video calls or send messages from your mobile phone using apps such as Skype, FaceTime, WhatsApp or Viber |
| 15 | Other apps on your mobile that require mobile data |
| 96 | Other **(SPECIFY)** |
| 99 | None of these |

**ASK ALL RECEIVED BILL HIGHER THAN EXPECTED IE CODE 1 IN C1**

C10 After experiencing this higher than expected bill did you...? **READ OUT**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 98**

|  |  |
| --- | --- |
| 1 | Change provider |
| 2  | Change plan or offer with the same provider |
| 3 | Stop or reduce usage of the service without changing provider |
| 4 | Contact the customer service of the provider |
| 5 | Make a complaint |
| 96 | Do something else (**SPECIFY)** |
| 98 | **ONLY READ IF 1-96 NOT SELECTED** Or, do nothing |

**ASK ALL POST PAID MOBILE**

C11 Now I’d just like to ask about any use of your mobile phone by any children in your care. In the past 12 months has **your** mobile phone been used by any children in your care? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2  | No \ Not applicable  |

**ASK IF USED BY CHILDREN IE CODE 1 IN C11. OTHERS GO TO NEXT SECT**

C12 **To prevent unexpectedly high bills due to children’s use** of your mobile, which of the following, if any, do you do? **READ OUT**

 **- MULTI RESPONSE**

 **- RANDOMISE 1-7 THEN 96-99 LAST**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 98-99**

|  |  |
| --- | --- |
| 1 | Lock your phone with a security PIN so they cannot access it |
| 2  | Ban them from using your phone |
| 3 | Disable data on your mobile phone |
| 4 | Get them to use another device instead |
| 5 | Delete apps that use a lot of data |
| 6  | Add or change passwords |
| 7 | Monitor or restrict the time that they can use your mobile phone |
| 96 | Something else (**SPECIFY)** |
| 98 | **ONLY READ IF 1-96 NOT SELECTED** Or, do nothing |
| 99 | **DO NOT READ** Don’t know |

C13 Have you experienced an unexpectedly high bill in the past 12 months as a direct result of children in your care using **your** mobile phone? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2  | No |

***SECTION D* - ASK ALL POST PAID MOBILE**

D1 Which of the following spend management tools and alerts that are available to help you manage your mobile phone usage and spend do you use? Do you…?**READ OUT**

 **- MULTI RESPONSE**

 **- RANDOMISE 1-7, MAINTAINING ORDER OF 1-2 AND 3-4, THEN 99 LAST**

 **- IF 1-7 SELECTED THEN CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | Check your usage on the provider’s website  |
| 2  | Send a text to your provider to check your usage |
| 3 | Get an **SMS** alert when you have used a certain amount of credit |
| 4 | Receive an **email** alert when you have used a certain amount of credit |
| 5 | Have your mobile phone service limited or suspended by your provider when you reach your limit |
| 6 | Receive a provider warning before using more expensive services  |
| 7 | Use an app on your mobile phone to check your usage |
| 99 | **DO NOT READ** None \ don’t know |

**ASK IF DO NOT USE ACTIVE TOOLS IE NOT ANY CODE 1,2,7 IN D1. OTHERS GO TO D3**

D2 What are the reasons that you do **not** actively check your usage? What other reasons?  **PROBE FOR LIST**

 **IF NECESSARY**  By “actively” we mean being proactive and checking your usage rather than waiting to receive alerts from your provider

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | Monitor usage using other methods (**SPECIFY**) |
| 2  | Can’t be bothered |
| 3 | Didn’t know spend management tools are available |
| 4 | Don’t know how to use spend management tools |
| 5 | Don’t think spend management tools are useful |
| 6 | Hardly use phone \ never exceed limit |
| 7 | The information \ alerts \ warnings I receive from my provider are enough |
| 96 | Other reasons (**SPECIFY**) |
| 99 | None \ don’t know |

**ASK IF USE ANY SERVICE IE ANY CODE 1-7 IN D1. OTHERS GO TO NEXT SECT**

D3 For each of the following please tell me if you find it useful or not? Firstly… **READ SCALE AS NECESSARY**

* **SINGLE RESPONSE PER ROW**
* **ONLY SHOW A-G USE IN D1**
* **MAINTAIN ORDER A-G AS PER D1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Useful | Not useful | **DO NOT READ**Can’t say |
| A | Checking your usage on the provider’s website  | 1 | 2 | 99 |
| B | Texting your provider to check your usage | 1 | 2 | 99 |
| C | An **SMS** alert when you have used a certain amount of credit | 1 | 2 | 99 |
| D | An **email** alert when you have used a certain amount of credit | 1 | 2 | 99 |
| E | Having your mobile phone service limited or suspended by your provider when you reach your limit | 1 | 2 | 99 |
| F | A provider warning before using more expensive services  | 1 | 2 | 99 |
| G | An app on your phone to check your usage | 1 | 2 | 99 |

D4 And which of the following do you do to manage your mobile phone usage and spend? **READ OUT**

 **- MULTI RESPONSE**

 **- RANDOMISE 1-8 THEN 99 LAST**

 **- IF 1-8 SELECTED THEN CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | Use a Wi-Fi network whenever possible instead of using your own mobile data allowance |
| 2  | Use another device sometimes |
| 3 | Send a text message instead of making phone calls |
| 4 | Select a plan that is high enough to cover your usage so that you do not exceed your limit  |
| 5 | Select a plan that can adjust to your usage such as one that rolls over to a higher plan when you exceed your limit |
| 6 | Buy extra data when you have used up your data allowance  |
| 7 | Use apps such as Skype, FaceTime, WhatsApp or Viber that allow you to send messages and make calls for free via the internet |
| 8 | Restrict or monitor usage of your mobile phone by children  |
| 99 | **DO NOT READ** None \ don’t know |

***SECTION E* - ASK ALL POST PAID MOBILE**

E1 Now thinking just about any SMS or email alerts that your provider may have sent you about your mobile phone usage reaching certain levels. Have you received any of these in the last 12 months? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2  | No \ don’t know |

**ASK IF RECEIVED ANY ALERTS IE CODE 1 IN E1. OTHERS GO TO E13**

E2 Now thinking of the different levels of usage for which you may have received an alert from your provider. How many times in the last 12 months have you received an alert saying that you have used… **DO NOT READ**

 **IF UNSURE PROBE FOR BEST ESTIMATE**

* **SINGLE RESPONSE PER ROW**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | None | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | Don’t know |
| A | About 50% of your credit | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 99 |
| B | About 85% of your credit | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 99 |
| C | About 100% of your credit | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 99 |

E3 And in the last 12 months have you received alerts when you have reached other levels? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2  | No  |

**ASK IF RECEIVED ANY OTHER ALERTS IE CODE 1 IN E3. OTHERS GO TO E6**

E4 At what levels did you receive these other alerts?

* **OPEN TEXT FIELD**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E5(a) In total, how many alerts, other than the 50, 85 and 100% levels, have you received in the last 12 months?

 **RECORD NUMBER OF ALERTS (UP TO TWO DIGIT)**

 **IF GIVE A RANGE TYPE THE HIGHER NUMBER.**

 **IF DON’T KNOW PROBE FOR BEST ESTIMATE. IF STILL DON’T KNOW \ REFUSED ENTER AS 99**

 **IF MORE THAN 98 RECORD AS 98**

 \_ \_

E5(b) Thinking about the **last** time you received one of these alerts what, if anything, did you do? **PROBE FOR LIST**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 99**

|  |  |
| --- | --- |
| 1 | Nothing \ ignored it \ continued using phone as normal |
| 2  | Contacted service provider |
| 3 | Cut back on the number or length of calls made \ used landline more  |
| 4 | Cut back on mobile data usage \ used WI-FI more |
| 5 | Monitored \ restrict children’s usage |
| 6 | Stopped making calls using my mobile |
| 7 | Stopped using data on my mobile\ only used WI-FI |
| 96 | Other (**SPECIFY**) |
| 99 | None \ don’t know |

**ASK IF RECEIVED ANY ALERTS FOR 50% IE CODE 1-12,99 IN E2A. OTHERS GO TO E7**

E6 Thinking about the **last** time you received an alert at 50% what, if anything, did you do? **PROBE FOR LIST**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 99**

 **- CODE FRAME AS PER E5(b)**

**PROG NOTE: ASK IF RECEIVED ANY ALERTS FOR 85% IE CODE 1- 12,99 IN E2B. OTHERS GO TO E8**

E7 Thinking about the **last** time you received an alert at 85% what, if anything, did you do? **PROBE FOR LIST**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 99**

 **- CODE FRAME AS PER E5(b)**

**ASK IF RECEIVED ANY ALERTS FOR 100% IE CODE 1- 12,99 IN E2C. OTHERS GO TO E9**

E8 Thinking about the **last** time you received an alert at 100% what, if anything, did you do? **PROBE FOR LIST**

 **- MULTI RESPONSE**

 **- IF 1-96 SELECTED THEN CANNOT SELECT 99**

 **- CODE FRAME AS PER E5(b)**

**ASK ALL RECEIVED ANY ALERTS IN PAST 12 MONTHS**

E9 And overall, how **satisfied** are you with this system of alerts? Would you say you are…? **READ OUT**

* **SINGLE RESPONSE**
* **ROTATE BETWEEN 1,2,3,4,99 AND 4,3,2,1,99**

|  |  |
| --- | --- |
| 1 | Very satisfied |
| 2 | Somewhat satisfied |
| 3 | Somewhat dissatisfied |
| 4  | Very dissatisfied |
| 99 | **DO NOT READ** Don’t know |

**ASK IF DISSATISFIED IE CODE 3-4 IN E9. OTHERS GO TO E11**

E10 What are the main reasons why you are dissatisfied with the alert system? Why else? **PROBE FULLY**

* **OPEN TEXT FIELD**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ASK ALL RECEIVED ANY ALERTS IN PAST 12 MONTHS**

E11 And how useful do you personally find each of the following alert levels? **READ SCALE AS NECESSARY**

* **SINGLE RESPONSE PER ROW**
* **ONLY SHOW D IF CODE 1 IN E3**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | Very useful | Somewhat useful | Not useful | **DO NOT READ** Don’t know |
| A | The 50% alert level | 1 | 2 | 3 | 99 |
| B | The 85% alert level | 1 | 2 | 3 | 99 |
| C | The 100% alert level | 1 | 2 | 3 | 99 |
| D | The other alerts you receive | 1 | 2 | 3 | 99 |

E12 Have you ever experienced a problem with your usage or spend as a result of receiving an alert too late? **DO NOT** **READ**

* **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2 | No |

**ASK IF NOT RECEIVED ANY ALERTS IN PAST 12 MONTHS IE CODE 2 IN E1. OTHERS GO NEXT SECT**

E13 What do you personally think of this system of receiving alerts when you have used 50%, 85% and 100% of your mobile credit? Even if you have not received any alerts, would you say it is …? **READ OUT**

* **SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | A very good system |
| 2 | A fairly good system |
| 3 | Or, not a good system |
| 99 | **DO NOT READ** Don’t know |

**ASK IF NOT A GOOD IDEA IE CODE 3 IN E13. OTHERS GO TO NEXT SECT**

E14 What are the main reasons why you think it is not a good system? Why else? **PROBE FULLY**

* **OPEN TEXT FIELD**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***SECTION Z*  - ASK ALL RESPONDENTS**

Z1 And lastly, a few questions about yourself. Are you in paid employment full time, part time or not working? **DO NOT READ**

 **IF UNSURE \ CASUAL \ SELF EMPLOYED** Is that closer to full time or part time hours?

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Full time |
| 2 | Part time |
| 3 | Not working  |
| 99 | Don't know \ refused |

Z2 Is your household’s combined annual income from all sources, before tax or anything else is taken out ...**READ OUT**

 **- SINGLE RESPONSE**

 **INTERVIEWER INFORMATION:**

 **UNDER $30,000 PA IS UNDER $576 PER WEEK**

 **$30,000-$49,999 PA IS $577-$961 PER WEEK**

 **$50,000-$69,999 PA IS $962-$1,346 PER WEEK**

 **$70,000-$99,999 PA IS $1,347-$1,923 PER WEEK**

 **$100,000-$129,999 PA IS $1,924-$2,500 PER WEEK**

 **$130,000 OR MORE PA IS OVER $2,500 PER WEEK**

|  |  |
| --- | --- |
| 1 | Under 30 thousand dollars |
| 2 | 30 to 49 |
| 3 | 50 to 69 |
| 4 | 70 to 99 |
| 5 | 100 to 129 |
| 6 | Or, 130 thousand dollars or more |
| 98 | **DO NOT READ** Refused |
| 99 | **DO NOT READ** Don’t know |

**THERE ARE NO QUESTIONS Z3 – Z4**

**ASK IF MOBILE SAMPLE IE CODE 14 IN Q1. OTHERS GO TO Z6**

Z5 Can I please check that the number I rang was **(PROG NOTE: INSERT PHONE NUMBER)**? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes - correct |
| 2 | No - incorrect **(PLEASE TYPE IN CORRECT NUMBER)** |

**ASK ALL RESPONDENTS**

Z6 This concludes our survey. If my supervisor finds any errors with my work, we may need to call you back. If we need to, may we contact you for quality control purposes? **DO NOT READ**

 **- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | Yes |
| 2 | No |

**CLOSE AND THANKS**