# NBN Consumer Experience Research

# **Residential questionnaire**

# 

# **INTRODUCTION**

Good morning \ afternoon \ evening. My name is .... (**NAME**) from Colmar Brunton Research in Sydney. We’re conducting an important national study on behalf of the government and would like your views about your NBN services. The study is for the ACMA (**INTERVIEWER NOTE IF NECESSARY**: the Australian Communications and Media Authority), which is the Federal Government telecommunications regulator. We’re not selling anything. This research will assist the government to understand experiences of households with the NBN and to help make improvements.

**IF LANDLINE:** Firstly, are you the person aged 18 or over who is the main or joint decision maker for your household’s internet and home phone services?

**IF MOBILE:** As you are on your mobile, are you ok to take this call? **IF NOT OK MAKE APPOINTMENT TO CALL BACK AS NECESSARY, OTHERWISE CONTINUE.**

**IF RESPONDENT REQUESTS CALL BACK ON LANDLINE THEN MAKE APPOINTMENT.**

Firstly, can I just check, are you 18 years or older and the main user of the mobile phone I called? IF CAN’T SPEAK TO MAIN USER TERMINATE AND RECORD. IF NOT OVER 18 YEARS TERMINATE AND RECORD.

Are you the person in your household who is the main or joint decision maker for your household’s internet and home phone services?

**IF YES** **CONTINUE SURVEY**

**INTERVIEWER TO RE-CONFIRM OVER 18 YEARS**

1. Yes, over 18 **CONTINUE SURVEY**
2. No, under 18

**IF NO**: Could I please speak to that person? **RE-INTRODUCE YOURSELF IF NECESSARY AND CONFIRM OVER 18 YEARS**

**IF NOT AVAILABLE**: When would be the most convenient time for me to call them back? **RE-INTRODUCE YOURSELF AND CONFIRM OVER 18 YEARS**

The survey should take approximately 20 minutes depending on your answers.

SOFT REFUSAL OR TERMINATION SCRIPT

**IF SOFT REFUSAL/TERMINATION HERE OR ANY STAGE SAY**: Could I just ask you a few very quick questions – it should only take a minute or so?

IF YES: ASK ALL THAT HAVE NOT ALREADY BEEN ANSWERED

REF1. Has your household connected to the NBN in the last 12 months – that is after [**IF NOV FIELDWORK INSERT:** November 2016**] [IF DEC FIELDWORK INSERT** December 2016] ?

REF2. SUBURB/TOWN (A4b),

REF3. PCODE (A4),

REF4. (ASK STATE ONLY IF REFUSE OR DON’T KNOW POSTCODE) (A4c),

REF5. (ASK ONLY OF MOBILE SAMPLE: Does your household have a landline or home phone that you can make and receive calls on? Yes/no/DK

REF6. (ASK ONLY OF MOBILE SAMPLE: NO. OF MOBILES USED BY ADULTS IN HOUSEHOLD (A7)

REF7. (ASK ONLY OF LANDLINE SAMPLE: Does anyone in your household have a mobile phone?

Thank you. TERMINATE

1. Yes – **SKIP TO REF1.**
2. No - **TERMINATE**

Before I begin I would just like to make you aware this call may be monitored or recorded for quality assurance and training purposes. Are you happy for this to occur?

1. Yes
2. No

This survey is carried out in compliance with the Privacy Act, and your answers will be used **only** for research purposes. You will not be able to be identified in any reporting.

**INTERVIEWER TO RECORD HOW INTERVIEW WAS CONDUCTED (MOBILE OR LANDLINE)**

Could I please start with your first name? **INTERVIEWER PLEASE RECORD IN FIRST QUESTION**

**ASK ALL**

**A3a.** Does your household have a phone or internet service connected to the NBN?

Yes **– GO TO A3b**

No **– SAY:** We need to complete the full survey with people who have connected to the NBN, but could I just ask you a few very quick questions – it should only take a minute or so? **IF YES:**  GO TO SOFT REFUSAL OR TERMINATION SCRIPT

**TERMINATE**

**ASK ALL**

**A3b.** Did you connect in the last 12 months – that is after [**IF NOV FIELDWORK INSERT:** November 2016**] [IF DEC FIELDWORK INSERT** December 2016] ?

**IF AT LEAST ONE SERVICE CONNECTED TO THE NBN IN THE LAST 12 MONTHS THEN CODE YES HERE**

Yes last 12 months **– GO TO A3c**

No **- SAY:** We need to complete the full survey with people who have connected to the NBN in the last 12 months, but could I just ask you a few very quick questions – it should only take a minute or so? **IF YES: GO TO SOFT REFUSAL** OR TERMINATION SCRIPT

**ASK ALL**

**A3c.** Was this the only time you have connected a service at a residence to the NBN in the last 12 months?

Yes **- GO TO A4**

No **– GO TO A3d**

**IF MORE THAN ONE TIME HAVE CONNECTED ANY SERVICE TO NBN LAST 12 MONTHS ASK:**

**A3d.** And could you tell me the month and year of each time you have connected a different residence to the NBN **in the last 12 months? DO NOT READ OUT (MR)**

**FOR NOV FIELDWORK DO NOT SHOW CODE 14**

**FOR DEC FIELDWORK DO NOT SHOW CODE 1**

**IF NECESSARY – IF YOU ARE NOT SURE THEN YOUR BEST GUESS IS FINE**

**INTERVIEWER NOTE: MUST BE SURE IT IS WITHIN LAST 12 MONTHS**

**INTERVIEWER NOTE: IF MORE THAN 4 TIMES – INTERVIEWER TO CONFIRM AS NOT A LIKELY RESPONSE**

1. November 2016
2. December 2016
3. January 2017
4. February 2017
5. March 2017
6. April 2017
7. May 2017
8. June 2017
9. July 2017
10. August 2017
11. September 2017
12. October 2017
13. November 2017
14. December 2017
15. DON’T KNOW - **SAY:** We need to complete the full survey with people who first connected to the NBN in the last 12 months, but could I just ask you a few very quick questions – it should only take a minute or so? IF YES: **GO TO SOFT REFUSAL** OR TERMINATION SCRIPT

So your first time since [**IF NOV FIELDWORK INSERT**: November 2016] [**IF DEC FIELDWORK INSERT** December 2016] November 2016 would be **[CODE WITH LOWEST NUMBER FROM ALL DATES IN A3d**] **USE THAT AS [A3 CONNECTION DATE]**

Thanks. For this survey I’d like you just to think about the connection from **[A3 FIRST CONNECTION DATE]**

**ASK ALL**

A4.Now, just a few questions about your household to start.

**ASK ALL**

A4b. SUBURB OR NEAREST TOWN

A4b.What is your suburb please?  – or your nearest town if you are in a regional area?

**IF NECESSARY**:  As NBN connections are done by suburbs and towns, we want to compare data from areas all around Australia.  Your household will not be identified in any reporting.

**IF DON’T KNOW SUBURB OR NEAREST TOWN, THEN PROMPT FOR BEST GUESS**

**ASK ALL**

**ALSO ASK SOFT REFUSALS & SCREENER TERMINATIONS FOR WEIGHTING PURPOSES**

A4a POSTCODE

A4a What is your postcode?

**IF DON’T KNOW POSTCODE, THEN CODE AT “9999”**

**IF REFUSED POSTCODE RECORD AS “REFUSED”**

**ALLOW FOR A FOUR DIGIT RESPONSE**

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

**IF SUBURB/TOWN AND POSTCODE ARE BOTH PROVIDED, GO TO A5**

**IF NEITHER SUBURB/TOWN OR POSTCODE ARE PROVIDED, (IE DON’T KNOW OR REFUSED AT BOTH A4a AND A4b) TERMINATE**

**ASK A4c IF CODE 9999 OR REFUSED AT POSTCODE (& PROVIDED SUBURB)**

A4c. STATE OR TERRITORY

A4c.  And which state or territory is that in?  **DO NOT READ (SR)**

1. NSW
2. Victoria
3. Queensland
4. South Australia
5. Western Australia
6. ACT
7. Northern Territory
8. Tasmania
9. REFUSED
10. Don’t Know

**IF CODE 99 OR REFUSE AT A4c STATE/TERRITORY (& THEY WOULD HAVE ALREADY SAID DK/REFUSED TO POSTCODE) THEN TERMINATE**

**IF PROVIDE STATE (& THEY WOULD HAVE ALREADY PROVIDED SUBURB) THEN CONTINUE**

**CLOSE SCRIPT A:** Sorry – we can only continue the survey with people who are willing to provide this information. Thank you for your time.

**ASK ALL**

**ALSO ASK SOFT REFUSALS & SCREENER TERMINATIONS FOR WEIGHTING PURPOSES**

A5. NUMBER OF PEOPLE IN HOUSEHOLD

A5. How many people aged 18 years or over live in your household, including yourself? **DO NOT READ (SR)**

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6+
7. Refused
8. Don’t know

**IF CODE 98 OR 99 I.E. REFUSED / DON’T KNOW TERMINATE (SHOW CLOSE SCRIPT B)**

**CLOSE SCRIPT B:** Sorry – we can only continue the survey with people who are willing to provide this information. Thank you for your time.

**ASK IF A5 IS CODE 2-6**

A6. HOUSEHOLD COMPOSITION

**ALSO ASK SOFT REFUSALS & SCREENER TERMINATIONS FOR WEIGHTING PURPOSES**

A6. Which of the following best describes those living in your household? **READ OUT (SR)**

1. **DO NOT READ** **– CODE AS 1 IF CODE 1 IN QA5** Live alone
2. Couple **with no** children aged 17 or younger at home
3. Couple **with** children aged 17 or younger at home
4. Single parent, with children at home
5. Living with parent/s
6. Shared household or group house
7. Boarder
8. Other (please specify)
9. **DO NOT READ** Don't know \ refused

**ASK ALL**

**ALSO ASK SOFT REFUSALS & SCREENER TERMINATIONS FOR WEIGHTING PURPOSES**

A7. And how many mobile phones are there in YOUR HOUSEHOLD that are mainly used by adults, that is those aged 18 years or over? **DO NOT READ**

**- SINGLE RESPONSE**

|  |  |
| --- | --- |
| 1 | One |
| 2 | Two |
| 3 | Three |
| 4 | Four |
| 5 | Five |
| 6 | Six |
| 7 | Seven or more (RECORD NUMBER) |
| 8 | Zero – no one in the household owns a mobile phone |
| 99 | Don’t know \ Refused |

**ASK ALL**

A8. TELECOMMUNICATION SERVICES CURRENTLY CONNECTED TO NBN

A8.Which of the following services has YOUR HOUSEHOLD **moved** to the NBN in the last 12 months? Firstly…

**IF NECESSARY:** I MEAN THAT YOU HAVE ACTUALLY ORGANISED WITH A SERVICE PROVIDER TO HAVE YOUR HOUSEHOLD CONNECTED TO THE NBN?

**- SINGLE RESPONSE PER ROW**

**- READ OUT EACH SERVICE**

**INTERVIEWER NOTE: IF HAVE A SERVICE THAT HAS NEVER BEEN CONNECTED TO THE NBN THEN DO NOT INCLUDE HERE**

**IF HAD CONNECTED TO THE NBN IN LAST 12 MONTHS BUT NOW NO LONGER CONNECTED TO THE NBN THEN DO INCLUDE HERE – AS WAS CONNECTED IN LAST 12 MONTHS.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Yes** | **No** | **[DO NOT READ] Don’t Know/Can’t say** |
| B | A home internet connection | 1 | 2 | 99 |
| A | Home phone that you can make and receive calls on **that is connected to the NBN**, including a landline telephone or VoIP telephone (**IF NECESSARY:** VoIP includes an internet telephone subscription that is purchased as part of an NBN package or as a stand-alone service (it does not include calls made using other apps such as Skype or WhatsApp, even if the call is made via an NBN fixed internet service) | 1 | 2 | 99 |
| C | **ASK A8C ONLY IF MOBILE SAMPLE AND NO HOME PHONE CONNECTED TO NBN (A8A=2) OR DON’T KNOW IF HOME PHONE CONNECTED TO NBN (A8A=99) TO CHECK IF MOBILE ONLY SHOW ON SEPARATE SCREEN:** And do you have any other kind of home phone that is **NOT connected to the NBN**? [**IF NECESSARY:** including a landline telephone or VoIP telephone ] | 1 | 2 | 99 |

**INTERVIEWER CONFIRM EACH ONE:**

**IF A8A = 1** So that is a home phone connected to the NBN?

**IF A8B = 1** So your home internet is now connected to the NBN?

**IF A8A = 1 AND A8B = 1** So BOTH your home phone and your internet are now connected to the NBN?

**IF LANDLINE SAMPLE AND A8A=99 CONFIRM:** Do you know if thelandline that I just called is connected to the NBN or not? IF CONNECTED TO NBN CORRECT A8A TO CODE 1. IF STILL NOT SURE **(A8A=99)** AND IF A8B=2 THEN **TERMINATE. IF STILL NOT SURE (A8A=99) AND IF** A8B=1 CODE AS NOT MOBILE ONLY AND CONTINUE (HAS SOME KIND OF LANDLINE THAT WE CALLED ON)

**IF MOBILE SAMPLE AND A8A=99 AND A8C=99 THEN TERMINATE (AS WE ARE UNABLE TO TELL WHETHER THEY’RE MOBILE ONLY OR NOT)**

**CATI PROGRAM TO CHECK FOR LANDLINE SAMPLE THAT EITHER ONE OR BOTH OF A8A AND A8C IS YES (CODE 1)**

**IF NO CORRECT A8**

**IF CODE 2 OR CODE 99 IN A8A AND A8B GO TO CLOSE SCRIPT C**

**CLOSE SCRIPT C:** Thank you for your time today. The rest of the survey needs to be completed with people who have at least one of these telecommunications services connected to the NBN. Have a nice day.

A12. And which type of NBN connection does your household have? I’ll read them out to you…

**READ CATEGORIES BOLDED, AND CLARIFY ANY IF NECESSARY TO CONFIRM (SR)**

**INTERVIEWER NOTE: ONLY CODE IF RESPONDENT IS SURE OF THEIR TECHNOLOGY. IF NOT, READ DESCRIPTIONS OF EACH TECHNOLOGY BEFORE MOVING ON TO A9a. CLARIFY AS NECESSARY**

**3 Hybrid fibre coaxial or HFC** The existing ‘pay TV’ or cable network is used to connect your premises to the nearest available fibre node.

**READ IF NECESSARY** HFC will have an NBN utility box installed on the outside of your premises and a wall plate (with a screw-in connector) and an NBN termination device either self-installed or installed by NBN inside your premises)

**INTERVIEWER NOTE**: You NBN service is provided through a pay TV cable connection at your property. NBN HFC connections have an NBN box mounted on an outside wall of your property. The NBN cable will come into the house through a wall plate (similar to a TV antenna socket) and into a second NBN box inside your property. A router will be plugged into the inside NBN box to deliver internet and phone services.

**1 Fibre to the premises or FTTP**

(**READ IF NECESSARY**: fibre optic cable is connected directly to your premises, with an NBN utility box being placed on the outside of your premises and then a wall mounted NBN connection box inside your premises)

**INTERVIEWER NOTE**: A technician will have installed at least two NBN boxes at your property. One NBN box will be mounted on a wall outside. Another will be on the same wall *inside*, and usually very near the outside box. They might also have a second box installed inside, which is a battery backup for power blackouts – only FTTP can have a battery, so if you have two NBN boxes inside, your connection will be FTTP.

**2 Fibre to the node or building or FTTN or FTTB**

(**READ IF NECESSARY** fibre optic cable is connected to the ‘nodes’ located in your street / nearby, with the existing copper network then used connect your premises to this node; Often used for apartment blocks where a fibre optic cable is connected to the building (usually in the communications room), then existing wiring within the building used to connect each apartment to this.

**INTERVIEWER NOTE**: **FTTN:** Your NBN service will be connected using the existing copper phone line already going to your property. You won’t have needed a technician to come and install any NBN boxes or equipment at your property. Instead, your service provider will have sent you an NBN modem which plugs into an existing phone connection at your property and your internet will be connected through the modem.

**FTTB:** is often used to connect units in residential apartment blocks to the NBN. Your NBN service will be connected using the existing copper phone line already going to your property. You won’t have needed a technician to come and install any NBN boxes or equipment at your property. Instead, your service provider will have sent you an NBN modem which plugs into an existing phone connection at your residence to provide your NBN internet service.

**4 Fixed wireless**

(**READ IF NECESSARY**: An NBN transmission tower transmits to an antenna on a rooftop of your premises.)

**INTERVIEWER NOTE**: A technician will have installed an NBN outdoor antenna on your rooftop to transmit to and from an NBN wireless tower some distance away. The antenna is a large flat square shape that is usually set up in a diamond orientation. You will also have an NBN box installed inside your home (and connected to the outdoor antenna) into which you plug your router or devices to use the internet.

**5 Satellite (SkyMuster)**

(**READ IF NECESSARY**: is often used for remote or rural locations and involves a satellite dish being installed at your premises, to transmit to the NBN Sky Muster™ satellite)

**INTERVIEWER NOTE**: A satellite dish will be installed on your property’s rooftop or other elevated position close by. You will also have an NBN box installed inside your home (and connected to the NBN satellite dish), to plug your router or devices into to use the internet.

**6 DO NOT READ** Don’t know

**IF CODE 6 FOR MOBILE SAMPLE THEN TERMINATE AND RECORD IF CODE 6 FOR LANDLINE SAMPLE PROMPT:** …”We know that most of your area is connected to the NBN via <**TECHNOLOGY TYPE**>, which is <SIMPLE EXPLANATION>. Is this the type of NBN connection your household has?

**IF YES, CODE A12 AS APPROPRIATE. IF STILL CODE 6 FOR LANDLINE THEN TERMINATE AND RECORD**

**CLOSE SCRIPT F:** Thank you for your time today. The rest of the survey needs to be completed with people who are aware of their type of NBN connection.

**ASK ALL**

A9a. And what month and year was the NBN available in your area for you to connect to (**IF NECESSARY**: OFTEN CALLED ‘READY FOR SERVICE’)? **(SR)**

**[RECORD MONTH AND YEAR IN SCROLL DOWN MENU. IF UNSURE, PROMPT FOR “WOULD IT HAVE BEEN AROUND 3 OR 6 MONTHS AGO, OR LONGER? AROUND xxx MONTH OR A BIT LATER OR EARLIER THAN THAT? IF STILL UNSURE YOUR BEST GUESS IS FINE]**

1. Don’t Know

**IF DON’T KNOW (99) AT A9a ASK:**

**A9b.** Was that because:

1. You weren’t living the area when it became ready to connect to the NBN
2. Or, you’re just not sure of the date

**INTERVIEWER NOTE:  CODE 2 – NOT SURE INCLUDES IF DON’T REMEMBER BECAUSE DID NOT CARE ABOUT/DID NOT THINK THEY WOULD CONNECT TO THE NBN AT THAT TIME, AND ALSO INCLUDES IF THEY JUST DO NOT REMEMBER**

**IF DON’T KNOW (99) AT A9a ASK:**

**A9c. ASK:** Would it have been before **[IF NOV FIELDWORK INSERT**: May 2015] [**IF DEC FIELDWORK INSERT** June 2015] or more recently than that?

1. Before **[IF NOV FIELDWORK INSERT**: May 2015] [**IF DEC FIELDWORK INSERT** June 2015] – **TERMINATE WITH CLOSE SCRIPT D**
2. More recently than **[IF NOV FIELDWORK INSERT**: May 2015] [**IF DEC FIELDWORK INSERT** June 2015 – **CONTINUE TO A10**
3. DON’T KNOW - **CONTINUE**

**CLOSE SCRIPT D:** Thank you for your time today. The rest of the survey needs to be completed with people who had the NBN available in their area less than 30 months ago. Have a nice day.

A10. And what month and year did you order your NBN service from your provider?

**INTERVIEWER NOTE ORDER MEANS SIGN UP TO AN NBN PLAN**

**[RECORD MONTH AND YEAR IN SCROLL DOWN MENU. IF UNSURE, PROMPT FOR “WOULD IT HAVE BEEN AROUND 3 OR 6 MONTHS AGO, OR LONGER? AROUND xxx MONTH OR A BIT LATER OR EARLIER THAN THAT? IF STILL UNSURE YOUR BEST GUESS IS FINE]**

1. Don’t Know

A11. And what month and year were you actually able to start using your NBN services? **(SR)**

**[RECORD MONTH AND YEAR IN SCROLL DOWN MENU. IF UNSURE, PROMPT FOR “WOULD IT HAVE BEEN AROUND 3 OR 6 MONTHS AGO, OR LONGER? AROUND xxx MONTH OR A BIT LATER OR EARLIER THAN THAT? IF STILL UNSURE YOUR BEST GUESS IS FINE]**

**INTERVIEWER NOTE – RESPONSE TO A11 HAS TO BE LATER THAN RESPONSE TO A9 AND A10**

**TERMINATE IF MORE THAN 12 MONTHS AGO** **– i.e. prior to October 2016 for Nov fieldwork and prior to November 2016 for Dec fieldwork OR IF DON’T KNOW**

**CLOSE SCRIPT E:** Thank you for your time today. The rest of the survey needs to be completed with people who had a working NBN service less than 12 months ago. Have a nice day.

**ASK ALL**

A13a. Are any of the following also connected using the NBN? **[READ OUT] (SR FOR EACH)**

**INTERVIEWER NOTE – ALSO INCLUDE AS YES IF NOT CURRENTLY CONNECTED BUT HAS BEEN AT SOME TIME SINCE CONNECTING TO THE NBN**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Yes | No |
| A | A security alarm or monitoring system connected to the NBN | 1 | 2 |
| B | A medical alarm connected to the NBN | 1 | 2 |

A13b. **IF HAS MEDICAL ALARM (A13aB = 1) THEN ASK:**

And is that medical alarm monitored or unmonitored?

1. Monitored medical alarm
2. Unmonitored medical alarm

**SECTION B – CONNECTING TO THE NBN**

**ASK ALL**

B2a. So, now thinking about before you moved your **[INSERT SERVICES HAVE]** service/s to the NBN, were you aware that … **READ OUT] (SR FOR EACH)**

**[INTERVIEWER NOTE FOR C ON WHO IS A SERVICE PROVIDER:** A service provider isany phone or internet provider that you can order a service through **IF NECESSARY**: such as Telstra**]**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Yes** | **No** | **[DO NOT READ] Don’t Know/Can’t say** |
| A | **[ASK ALL EXCEPT SATELLITE AND WIRELESS**] YOU had to move your services to the NBN if you wanted to continue to have a **[INSERT SERVICES HAVE]** service? | 1 | 2 | 99 |
| B | **[ASK ALL EXCEPT SATELLITE AND WIRELESS**] YOU had a specific timeframe to move your services to the NBN (usually 18 months) once it became available in your area, and then your previous services could be disconnected?  **[INTERVIEWER NOTE: OPTUS HFC MAY BE SHORTER TIMEFRAME INCLUDE HERE AS WITHIN 18 MONTHS]** | 1 | 2 | 99 |
| C | YOU had to contact a service provider to connect your [**INSERT SERVICES HAVE**] services to the NBN? | 1 | 2 | 99 |

**ASK ONLY IF ANY CODE 1 AT A13aA OR CODE 1 AT A13b**

B2b. And were you aware that….**[READ OUT] (SR FOR EACH)**

**[INTERVIEWER NOTE FOR B ON WHO IS NBN CO:**

NBN Co is a Government owned company that was established in 2009 to design, build and operate Australia’s high-speed broadband network.**]**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A | you should contact the providers of your **[INSERT DEVICES CODED 1 AT A13aA AND A13b=1: eg security alarm or monitoring system / monitored medical alarm]** to check compatibility before moving to the NBN | 1 | 2 | 99 |
| B | you could register your **[INSERT DEVICES CODED 1 AT A13Aa and A13b=1 (e.g. security alarm or monitoring system/monitored medical alarm /]** with NBN Co to help avoid a disruption to your service. | 1 | 2 | 99 |

**ASK ALL**

B3. Thinking about the steps involved in getting your household connected to the NBN, would you say that you understood the process….**.[READ OUT] (SR)**

**INTERVIEWER NOTE: WE MEAN IF YOU OR SOMEONE ELSE IN YOUR HOUSEHOLD UNDERSTOOD**

1. Very well
2. Somewhat well
3. Not very well
4. Not at all
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**The next few questions ask about the information you received about how to connect to the NBN.**

**ASK ALL**

B4. Do you recall RECEIVING information in the post or via email that came directly from NBN Co? **DO NOT READ [INTERVIEWER NOTE HERE ON WHO IS NBN CO]**

1. YES (DID RECEIVE)
2. NO (DID NOT RECEIVE)
3. DON’T KNOW/CAN’T SAY

**ASK IF CODE 1 AT B4**

B5. And overall, how useful or not useful was this information from NBN Co in informing your household about how to connect to the NBN? Was it… **[READ OUT] (SR)**

1. Very useful
2. Somewhat useful
3. Not very useful
4. Not at all useful
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF CODE 3 OR 4 AT B5**

B6. And why wasn’t this information useful? **CLARIFY BASED ON LIST [DO NOT READ] (MR)**

1. TOO CONFUSING/NOT CLEAR
2. DIDN’T COME AT THE RIGHT TIME
3. TOO DETAILED/TOO TECHNICAL
4. NOT DETAILED ENOUGH/ DIDN’T TELL ME WHAT TO DO/DIDN’T TELL ME THE STEPS INVOLVED
5. TOO LONG
6. NOT RELEVANT TO ME
7. BETTER WITH MORE DIAGRAMS RATHER THAN WORDS – EASIER TO UNDERSTAND PICTURES
8. OTHER (SPECIFY)
9. DON’T KNOW/CAN’T SAY

**ASK ALL**

B7. Do you recall RECEIVING information in the post or via email that came directly from service providers? **DO NOT READ**

**[INTERVIEWER NOTE HERE ON WHO IS A PROVIDER]**

1. YES (DID RECEIVE)
2. NO (DID NOT RECEIVE)
3. DON’T KNOW/CAN’T SAY

**ASK IF CODE 1 AT B7**

B8. Overall, how useful or not useful was this information from service providers in informing your household about how to connect to the NBN? Was it…

1. Very useful
2. Somewhat useful
3. Not very useful
4. Not at all useful
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF CODE 3 OR 4 AT B8**

B9. And why wasn’t this information useful? **PROBE/CLARIFY BASED ON LIST [DO NOT READ] (MR)**

1. TOO CONFUSING/NOT CLEAR
2. DIDN’T COME AT THE RIGHT TIME
3. TOO DETAILED/TOO TECHNICAL
4. NOT DETAILED ENOUGH/ DIDN’T TELL ME WHAT TO DO/DIDN’T TELL ME THE STEPS INVOLVED
5. TOO LONG
6. NOT RELEVANT TO ME
7. NOT RELEVANT – PROVIDERS DIDN’T SERVICE MY AREA
8. BETTER WITH MORE DIAGRAMS RATHER THAN WORDS – EASIER TO UNDERSTAND PICTURES
9. OTHER (SPECIFY)
10. DON’T KNOW/CAN’T SAY

**The following few questions ask about your NBN services plan.**

**ASK ALL**

B16. What is the usual cost of your NBN plan per month? (**INTERVIEWER NOTE IF NECESSARY**: THE COST OF YOUR USUAL MONTHLY BILL)

**INTERVIEWER NOTE: IF NBN SERVICES ARE IN MORE THAN ONE PLAN THEN INCLUDE TOTAL COST OF ALL NBN PLANS.**

**[RECORD NUMBER - $]**

DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK ALL**

B15. And which services are included in your NBN plan? **[READ OUT] (MR)**

**INTERVIEWER NOTE – DON’T INCLUDE MEDICAL ALARM, OR SECURITY ALARM HERE**

**INTERVIEWER NOTE – SHOW PREVIOUSLY MENTIONED NBN SERVICES ON SCREEN**

1. Home phone [**PRESELECT IF HAVE & CONFIRM**]
2. Internet [**PRESELECT IF HAVE & CONFIRM]**
3. Mobile phone
4. Other service (I**F NECESSARY:** such as Netflix, Stan, Telstra TV or Fetch TV)
5. No other services included
6. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF B=1 AT A8**

B17. What is the monthly data allowance included in your NBN internet plan? Is it… **[READ OUT] (SR)**

**INTERVIEWER NOTE IF NECESSARY: YOUR USUAL ALLOWANCE NOT INCLUDING BONUS DATA**

1. 0 to 50 gigabytes
2. 51 to 100 (gigabytes)
3. 101 to 500 (gigabytes)
4. More than 500 gigabytes but not unlimited
5. Unlimited
6. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF B=1 AT A8**

B18a. Are you aware that there are different download speed options for NBN internet plans? **[DO NOT READ] (SR)**

**INTERVIEWER NOTE: ALL SPEED OPTIONS MAY NOT BE AVAILABLE FROM YOUR PROVIDER OR IN YOUR AREA**

* 1. Yes (aware)
  2. No (not aware)

1. DON’T KNOW/CAN’T SAY

**ASK IF B=1 AT A8**

B18b. What is the data download speed included in your NBN internet plan? Is it…. **[READ OUT] (SR)**

1. Up to 12 megabits per second
2. Up to 25 (megabits per second)
3. Up to 50 (megabits per second)
4. Up to 100 megabits per second
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF B=1 AT A8**

B18c. And have you done speed tests to see what your household usually gets? **DO NOT READ [SR]**

**INTERVIEWER NOTE – IF SOMEONE ASKS WHAT A SPEED TEST IS OR WANTS TO KNOW HOW THEY CAN DO A SPEED TEST:** A speed test measures the rate that data is being downloaded and uploaded (usually shown in megabits per second or kilobits per second) between your computer or other connected device, and an internet server. Some commonly known websites that offer free speed tests are [www.speedtest.net](http://www.speedtest.net) and [www.ozspeedtest.com](http://www.ozspeedtest.com). Several service providers also offer speed testing to their customers via their website.

* 1. Yes (do speed tests)
  2. No (do not do speed tests)

1. DON’T KNOW/CAN’T SAY

**ASK ALL**

B19. I’m now going to read some factors that you might have considered when choosing your NBN **INSERT SERVICES HAVE** service/s plan and provider. For each one could you tell me if it was important or not important to you? Firstly… **[READ OUT FIRST FACTOR]**

**INTERVIEWER NOTE FOR NOT APPLICABLE:** this might be because they have no choice of provider in their area or because they didn’t switch providers, or they didn’t consider that factor, were not aware of it or not offered it.

**(SR for each row)**

**RANDOMISE FACTORS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **Important** | **Not important** | **DO NOT READ**  **Not applicable** | **DO NOT READ Don’t Know/ Can’t say** |
| A | Positive customer reviews | 1 | 2 | 97 | 99 |
| B | Not being locked in to a contract | 1 | 2 | 97 | 99 |
| C | Cost | 1 | 2 | 97 | 99 |
| D | **ASK IF HAS INTERNET**  Speed of internet connection | 1 | 2 | 97 | 99 |
| G | **ASK IF HAS INTERNET**  Amount of data included in the plan | 1 | 2 | 97 | 99 |
| H | Staying with my existing service provider for continuity | 1 | 2 | 97 | 99 |
| I | **ASK IF HAS INTERNET**  Getting a free modem | 1 | 2 | 97 | 99 |
| K | Confidence in faults being fixed | 1 | 2 | 97 | 99 |
| L | **ASK IF HAS INTERNET**  Keeping my email address | 1 | 2 | 97 | 99 |
| M | **ASK IF HAS HOME PHONE**  Keeping my phone number | 1 | 2 | 97 | 99 |

B19b. Which of those was **the most** important for you in choosing your plan or provider? [SHOW ALL SELECTED AS IMPORTANT IE ALL CODE 1 IN B19] **[READ OUT] (SR)**

**ASK ALL**

B21. When choosing your NBN **INSERT SERVICES HAVE** service/s plan, which information source assisted you **the most** in deciding the best plan for your household? **[READ OUT] (SR)**

ROTATE CODES 1-2

1. NBN Co
2. Service providers
3. Comparison website, such as iSelect, Whistleout
4. Friends/family/neighbours
5. Or some other information source

99. DON’T KNOW/ CAN’T SAY **[DO NOT READ]**

**ASK ALL**

B22a. I’m going to read out some statements about the NBN. Please tell me how strongly you agree or disagree with each one. Firstly... **[READ OUT] FIRST STATEMENT**

Do you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?. **(SR)**

**RANDOMISE STATEMENTS**

**IF HAVE FIXED WIRELESS OR SATELLITE AND HAVE HOME PHONE ON NBN – DO NOT ASK HOME PHONE QUESTION G.**

**IF HAVE FTTP AND HAVE HOME PHONE ON NBN – DO NOT ASK HOME PHONE QUESTION H**

**IF HAVE FTTN OR FTTB OR HFC OR FIXED WIRELESS OR SATELLITE AND HAVE HOME PHONE ON NBN – DO NOT ASK HOME PHONE QUESTION I**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly agree** | **Agree** | **Neither** | **Disagree** | **Strongly disagree** | **DO NOT READ Don’t Know/ Can’t say** |
| A | Overall, it was easy to compare NBN plans from different providers | 1 | 2 | 3 | 4 | 5 | 99 |
| B | There were too many NBN plans to compare | 1 | 2 | 3 | 4 | 5 | 99 |
| C | It was easy to compare what was included in different NBN plans | 1 | 2 | 3 | 4 | 5 | 99 |
| D | **ASK IF HAS INTERNET)** I knew what speed my household needed | 1 | 2 | 3 | 4 | 5 | 99 |
| E | I received too much information from providers about signing up | 1 | 2 | 3 | 4 | 5 | 99 |
| F | I understood what was included in the plan I chose | 1 | 2 | 3 | 4 | 5 | 99 |
| G | **ASK IF HAS HOME PHONE**  I knew I needed to move my home phone to the NBN too if I wanted to keep a home phone | 1 | 2 | 3 | 4 | 5 | 99 |
| H | **ASK IF HAS HOME PHONE – all except FTTP**  I knew my home phone would not work in a power outage | 1 | 2 | 3 | 4 | 5 | 99 |
| I | **ASK IF HAS HOME PHONE – FTTP only**  I knew my home phone would not work in a power outage without battery backup | 1 | 2 | 3 | 4 | 5 | 99 |

B22b. OK, now I am going to read out two statements about NBN information. How strongly do you agree or disagree with the following... **[READ OUT FIRST STATEMENT]**

Do you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree? **(SR)**

**RANDOMISE STATEMENTS**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly agree** | **Agree** | | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **DO NOT READ Don’t Know/ Can’t say** |
| A | I understood the steps involved in connecting | 1 | 2 | 3 | | 4 | 5 | 99 |
| B | I understood the different responsibilities of NBN Co and service providers in connecting | 1 | 2 | 3 | | 4 | 5 | 99 |

**ASK IF (HAS HOME PHONE**

B23. Did you stay with the same provider when you moved your home phone service to the NBN? **[DO NOT READ] (SR)**

* 1. Yes, stayed with the same provider
  2. No, didn’t stay with the same provider
  3. No, didn’t have a home phone service before moving to the NBN

1. DON’T KNOW

**ASK IF A=1 AT A8**

C5a. Now, during the actual connection process…….**[READ OUT]**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Yes** | **No** | **[DO NOT READ] Don’t Know/Can’t say** |
| A | Did your service provider tell you whether you could keep your number? | 1 | 2 | 99 |
| B | Were you able to keep your phone number? | 1 | 2 | 99 |

**ASK IF CODE 2 FOR C5aB**

C5b. Did you expect that you could keep your phone number when connecting your services to the NBN? **[DO NOT READ] (SR)**

* 1. Yes
  2. No

1. DON’T KNOW/CAN’T SAY

**ASK IF CODE 2 FOR C5aB**

C6. What reasons did they give you for not being able to keep your number? **[DO NOT READ OUT] (MR)**

1. I CHANGED SERVICE PROVIDER
2. MY EXISTING SERVICE WAS DISCONNECTED BEFORE THE NEW ONE WAS AVAILABLE
3. TECHNICAL REASONS (**INTERVIEWER NOTE**: MIGHT INCLUDE REASONS LIKE PROVIDER UNABLE TO PORT ACROSS TO ITS VOIP PLATFORM FROM OTHER NETWORKS)
4. OTHER (PLEASE SPECIFY)
5. NO REASON WAS GIVEN TO ME
6. THERE WAS A REASON BUT I DON’T RECALL

**SECTION C – DURING MIGRATION**

**ASK ALL**

C1a. Now, during the process of getting connected to the NBN, were you left without **any kind** of home phone or internet service at home?

**(IF NECESSARY:** When your old services were switched off**)**

**ALL:** Which service or services were you without? **READ OUT [MR]**

**INTERVIEWER NOTE – IF A RESPONDENT COMMENTS THAT THEIR SERVICE INITIALLY WORKED BUT STOPPED WORKING SHORTLY AFTER, RECORD THIS AS BEING WITHOUT A SERVICE.**

**IF SERVICE/S ONLY DOWN FOR A VERY SHORT TIME DURING THE ACTUAL SWITCH OVER THEN DO NOT INCLUDE HERE**

**ALSO, MOBILE PHONES ARE NOT COUNTED HERE. IF THEY WERE WITHOUT A HOME PHONE AND/OR WITHOUT A MOBILE THEN THAT IS WITHOUT HOME NBN SERVICES CODE 1**

* 1. [ONLY SHOW IF HAVE NBN HOME PHONE OR BOTH, Yes – was without home phone **ASK C1b NOW**
  2. [ONLY SHOW IF HAVE NBN INTERNET OR BOTH,Yes – was without home internet **ASK C1b NOW**
  3. No, was not without
  4. DON’T KNOW/CAN’T SAY **[DO NOT READ**]

**ASK IF C1a = 1 OR 2 DIRECTLY AFTER EACH C1a RESPONSE**

C1b. And was that because……**[READ OUT] (SR)**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **ASK IF C1a=1**  **Yes – without home phone** | **ASK IF C1a=2**  **Yes – without internet** |
| A | You missed the disconnection date? | 1 | 1 |
| B | There was a technical issue with your NBN installation? | 2 | 2 |
| C | Or some other reason | 3 | 3 |
| D | Don’t know /Can’t say **DO NOT READ** | 4 | 4 |

**ASK IF A=1 AT A8 AND CODE 1 AT C1a**

C2. And how long were you left without **any kind** of **home phone service** once disconnected from your old service? **[DO NOT READ OUT, CLARIFY BASED ON LIST IF REQUIRED]** **(SR)**

1. Up to 24 hours
2. 1 to 3 days
3. 4 to 7 days
4. 1 to 2 weeks
5. 2 to 4 weeks
6. More than a month
7. I WAS NEVER WITHOUT ANY KIND OF HOME PHONE SERVICE
8. DON’T KNOW/CAN’T SAY

**ASK IF B=1 AT A8 AND CODE 2 AT C1a**

C3. And how long were you left without **any kind** of **internet service** at home once disconnected from your old service? **[DO NOT READ OUT, CLARIFY BASED ON LIST IF REQUIRED]** **(SR)**

1. Up to 24 hours
2. 1 to 3 days
3. 4 to 7 days
4. 1 to 2 weeks
5. 2 to 4 weeks
6. More than a month
7. I WAS NEVER WITHOUT ANY KIND OF INTERNET SERVICE
8. DON’T KNOW/CAN’T SAY

**ASK ALL**

C4. Now thinking about the time between signing up to a plan and being able to use your service, was it…..**[READ OUT] (SR)**

1. Much longer than you expected
2. A little longer than you expected
3. About what you expected
4. A little shorter than you expected
5. Much shorter than you expected
6. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**And now some questions about your interactions with your service provider.**

**ASK ALL**

C7. After you ordered your NBN plan, did you contact your service provider about the actual process of connecting to the NBN for any reason? We mean from ordering your service to having a working connection. **[SR] DO NOT READ**

1. Yes
2. No
3. DON’T KNOW/ CAN’T SAY

**ASK IF CODE 1 AT C7**

C8. And what were the reasons (for you contacting your provider about the process of connecting to the NBN)?

**DO NOT READ BUT CLARIFY BASED ON LIST (MR)**

**Issues / faults**

14 SLOW INTERNET SPEEDS

2 FAULT OR TECHNICAL ISSUE WITH HOME PHONE AND/OR INTERNET SERVICES

3 FAULT OR TECHNICAL ISSUE WITH NBN EQUIPMENT

**Installation / set-up**

5 INSTALLATION OF NBN EQUIPMENT INSIDE OR OUTSIDE

6 SETTING UP HOME PHONE AND/OR INTERNET SERVICES

**Appointments**

8 TECHNICIAN DIDN’T TURN UP

9 MAKE, CANCEL OR RESCHEDULE APPOINTMENTS

**Information / account or billing enquiry**

10 GATHERING INFORMATION ON SERVICES SUCH AS PRICES AND INCLUSIONS

11 GENERAL ENQUIRY ABOUT YOUR ACCOUNT, OTHER THAN BILLING

12 BILLING ENQUIRY \ BILLING ISSUE

**Other**

1 DELAYS IN CONNECTION OF NBN SERVICE

13 ACTIVATING YOUR SERVICE FOR THE FIRST TIME

4 CANCELLATION \ TO SWITCH TO ANOTHER PROVIDER

7 TRANSFER OF EXISTING PHONE NUMBER

97 OTHER (PLEASE SPECIFY)

99 DON’T KNOW \ CAN’T REMEMBER

**ASK ALL**

C9. Did you contact NBN Co during the **process of connecting** to the NBN for any reason? **[DO NOT READ] [SR]**

1. Yes – GO TO C10a IF CODE 1-97 AT C8, ALL ELSE GO TO C10b
2. No – GO TO C11
3. DON’T KNOW/CAN’T SAY **– GO TO C11**

**ASK IF CODE 1 AT C9 & CODE 1 TO 97 AT C8**

C10a. And what were the reasons for you contacting NBN Co (about connecting to the NBN)?

Was it for the same issue that you contacted your provider about that you just told me about?

* + 1. YES - (AUTOCODE REASON) – GO TO C11
    2. NO – GO TO C10b

**ASK IF CODE 1 AT C9 AND IF CODE 99 AT C8 OR IF CODE 2 AT C10a**

C10b What was the reason for contacting NBN Co?

**DO NOT READ BUT CLARIFY BASED ON LIST (MR)**

1. DELAYS IN CONNECTION OF NBN SERVICE
2. FAULT OR TECHNICAL ISSUE WITH HOME PHONE AND/OR INTERNET SERVICES
3. FAULT OR TECHNICAL ISSUE WITH NBN EQUIPMENT
4. CANCELLATION \ TO SWITCH TO ANOTHER PROVIDER
5. INSTALLATION OF NBN EQUIPMENT INSIDE OR OUTSIDE
6. SETTING UP HOME PHONE AND/OR INTERNET SERVICES
7. RSP TOLD ME TO CONTACT THEM
8. TRANSFER OF EXISTING PHONE NUMBER
9. TECHNICIAN DIDN’T TURN UP
10. MAKE, CANCEL OR RESCHEDULE APPOINTMENTS
11. GATHERING INFORMATION ON SERVICES SUCH AS PRICES AND INCLUSIONS
12. GENERAL ENQUIRY ABOUT YOUR ACCOUNT, OTHER THAN BILLING
13. BILLING ENQUIRY \ BILLING ISSUE
14. ACTIVATING YOUR SERVICE FOR THE FIRST TIME
15. INTERNET SPEEDS
16. OTHER (PLEASE SPECIFY)
17. DON’T KNOW \ CAN’T REMEMBER

**ASK ALL**

C11. After you had contacted your service provider to connect your services to the NBN, how was your NBN installation completed? **[READ OUT] (SR)**

1. Self-install – you received a self-install kit from your service provider and set up your connection yourself
2. Professional install – a technician from your service provider visited your premise to set up your connection
3. DON’T KNOW/CAN’T SAY [**DO NOT READ]**

**ASK IF CODE 1 AT C11**

C12. How easy or difficult would you say it was to complete your self-install? Would you say…. **[READ OUT] (SR)**

1. Very easy
2. Somewhat easy
3. Neither easy nor difficult
4. Somewhat difficult
5. Very difficult
6. DON’T KNOW/ CAN’T SAY **[DO NOT READ]**

**ASK IF CODE 1 AT C11**

C13. And did you require any assistance from your service provider to complete the self-install? **[DO NOT READ] [SR]**

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY

**ASK ALL**

C16. When connecting to the NBN, at any point did you have a technician **not** turn up for a scheduled appointment? **[DO NOT READ] [SR]**

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY

**ASK IF CODE 1 AT C16**

C17. How many times did you experience a missed appointment?

**[RECORD NUMBER]**

1. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF CODE 1 AT C16**

C18. And who contacted you to reschedule the appointment? **[DO NOT READ] (SR)**

1. Service provider
2. NBN Co
3. The technician
4. No one – I contacted them
5. DON’T KNOW/CAN’T SAY

**ASK ALL**

C19. Overall, how satisfied or dissatisfied were you with the process of connecting to the NBN? Would you say you were..**[READ OUT] (SR)**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**SECTION D – AFTER MIGRATION**

**We would now like to ask you about your experiences after connecting to the NBN – when you had a working NBN service.**

**ASK IF B=1 AT A8**

D1. Overall, comparing your internet before and after you connected to the NBN, would you say after you connected to the NBN it was… **[READ OUT] (SR)**

1. A lot better
2. Slightly better
3. About the same
4. Slightly worse
5. A lot worse
6. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF B=1 AT A8**

D4b. Now thinking about the speed of your NBN internet service, overall how satisfied or dissatisfied are you? Would you say….**READ OUT [SR]**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don’t Know/Can’t say **[DO NOT READ]**

**ASK ALL**

D5. Since connecting to the NBN, have you experienced any issues or faults with your NBN service/s, such as… **[READ OUT BOLDED TEXT] (MR)**

**ROTATE 1-6 (if one issue only from 1-9, go to B18f – if more than one issue from 1-9, go to D7a)**

1. **Drop-outs** (**IF NECESSARY**: that is, your internet or phone NBN service disconnects unexpectedly, and temporarily stops working).
2. **Service outages** (**IF NECESSARY** that is, a prolonged period where your internet or phone NBN service is not able to be used).

**READ ONLY IF B=1 AT A8**

1. **Slow data speeds** in the evening(**IF NECESSARY** that is lower than expected speeds from 7pm to 11pm)

**READ ONLY IF B=1 AT A8**

1. **Slow data speeds** **in general** (**IF NECESSARY** that is, lower than expected speeds. For example, content that you access might load a lot slower than usual)

**READ ONLY IF B=1 AT A8**

1. **Interruptions and buffering** (**IF NECESSARY** that is in streaming audio or video from the Internet, buffering refers to downloading a certain amount of data before starting to play the music or video. Sometimes this might happen while you’re watching video or listening to audio, causing an interruption)

**READ ONLY IF A=1 AT A8**

1. **Poor voice quality** (**IF NECESSARY** that is, noise on the line, voice distortion or delay. Noise can be static, hum, crosstalk or popping. Voice distortion includes echoed voice, garbled voice or incorrect volume)
2. Something else? (What type of issue or fault was that?) (SPECIFY)
3. Something else? (What type of issue or fault was that?) (SPECIFY)
4. Something else? (What type of issue or fault was that?) (SPECIFY)
5. No issue or fault with their service **– GO TO D14b**
6. DON’T KNOW/CAN’T SAY **– GO TO D14b**

**ASK IF MORE THAN ONE FAULT SELECTED AT D5, ASK:**

D7a. And which issue or fault has been the biggest problem for you? **SHOW ONLY THE ISSUES CODED IN D5**

**INTERVIEWER NOTE: PROMPT BEST GUESS IF DON’T KNOW – NEED THEM TO SELECT AN OPTION [SR]**

1. Drop-outs **– GO TO D14a**
2. Service outages **– GO TO D14a**
3. Slow data speeds in general **– GO TO D14a**
4. Slow data speeds in the evening **– GO TO B18f**
5. Interruptions and buffering **– GO TO D14a**
6. Poor voice quality **– GO TO D14a**
7. [SHOW SOMETHING ELSE FROM D5]**– GO TO D14a**

**ASK IF CODE 3 AT D5:**

B18f.And how often do you notice slower speeds in the evening? **[READ OUT] (SR)**

1. Very often
2. Often
3. Sometimes
4. Rarely
5. Don’t know **[DO NOT READ]**

**ASK IF ONLY ONE RESPONSE AT D5 OR CODES 1-7 AT D7a**

D14a. Since connecting to the NBN, have you contacted your current and/or previous NBN service provider/s to make a complaint ...

The definition of a complaint here is an expression of dissatisfaction made to a service provider in relation to your NBN services or their complaints handling process, where you expect a response or resolution. **DO NOT READ SR**

1. YES – just about the issue or fault [at D5 or D7a ]**– YES TO THIS CODE ONLY GO TO D15 BUT DO NOT ASK D16**
2. YES – just about something else **– YES TO THIS CODE ONLY GO TO D15 THEN D16**
3. YES **–** about the issue or fault [AT D5 OR D7A] and about something else
4. NO **– GO TO D7b**
5. DON’T KNOW **– GO TO D7b**

**ASK IF CODE 10 OR CODE 99 AT D5**

D14b. Since connecting to the NBN, have you contacted your current and/or previous NBN service provider/s to make any kind of complaint?

The definition of a complaint here is an expression of dissatisfaction made to a service provider in relation to your NBN services or their complaints handling process, where you expect a response or resolution. **DO NOT READ**

1. YES **– GO TO D15**
2. NO – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
3. DON’T KNOW  **- GO TO D23 IF HOME PHONE OR D25 IF INTERNET**

**ISSUES SUB-SECTION (for those who had a fault or issue in D5 but didn’t make a complaint about this issue or any other issue to their service provider)**

**ASK IF NO COMPLAINT OR DON’T KNOW IF COMPLAINT IE CODE 4 OR 99 AT D14a (i.e. had a fault or issue in D5 but didn’t make a complaint about the main fault/issue or make a complaint about anything else)**

D7b. Did you contact anyone to seek a resolution about your [**insert issue or fault ONLY ONE RESPONSE AT D5 OR CODES 1-7 AT D7a** ]? **DO NOT READ**

1. Yes - **GO TO D7c**
2. No – **GO TO D12**
3. DON’T KNOW/CAN’T SAY - **GO TO D12**

**ASK IF CODE 1 AT D7b**

D7c. Who did you contact? Anyone else? **READ OUT** (**MR)**

D7d. **IF MORE THAN ONE MENTIONED AT D7c**: Who did you contact first? **SR**

|  |  |  |
| --- | --- | --- |
|  | **D7c**  **All contact (MR)** | **D7d**  **First contact (SR)** |
| NBN Co | 1 | 1 |
| YOUR SERVICE PROVIDER | 2 | 2 |
| THE TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO) | 3 | 3 |
| OTHER (PLEASE SPECIFY) | 4 | 4 |
| DON’T KNOW | 99 | 99 |

**ASK IF CODES 1-4 AT D7c**

D8. In total, how many times have you been in contact with **[INSERT NAME OF EACH MENTIONED THAT CONTACTED AT D7c]** regarding your [**insert issue or fault ONLY ONE RESPONSE AT D5 OR CODES 1-7 AT D7a**]? By contact I mean, you contacting them as well as them contacting you in any way about this issue.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **[RECORD NUMBER]** | **[DO NOT READ] Don’t Know/Can’t say** |
| A | NBN Co | 1-98 | 99 |
| B | Your service provider | 1-98 | 99 |
| C | The Telecommunications Industry Ombudsman (TIO) | 1-98 | 99 |
| D | Other (Please specify) | 1-98 | 99 |

**ASK IF CODE 1 AT D7b**

D9. And how long did it take to resolve that issue? Was it resolved…? [**READ OUT,] (SR)**

**INTERVIEWER NOTE: TOTAL TIME TAKEN ACROSS ALL THOSE WHO WERE CONTACTED.**

**STOP READING ONCE RESPONDENT GIVES ANSWER**

1. On the same day
2. Within 2 working days
3. Within 3 working days
4. Between 4 days and one week
5. Between one week and 3 weeks
6. More than 3 weeks
7. Or is it is not currently resolved **– GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
8. DON’T KNOW/CAN’T SAY **[DO NOT READ] – GO TO D23 IF HOME PHONE OR D25 IF INTERNET**

**ASK IF CODES 1-4 AT D7c**

**ASK ONLY IF D9=1-6 OR D9=99**

D10. Overall, how satisfied or dissatisfied were you with how that issue was handled by…….? Would you say…

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Very satisfied** | **Satisfied** | **Neither satisfied nor dissatisfied** | **Dissatisfied** | **Very dissatisfied** | **DO NOT READ Don’t Know/Can’t say** |
| A | **[ASK IF CODE 1 AT D7C]** NBN Co | 1 | 2 | 3 | 4 | 5 | 99 |
| B | **[ASK IF CODE 2 AT D7C]** Your service provider | 1 | 2 | 3 | 4 | 5 | 99 |
| C | **[ASK IF CODE 3 AT D7C]** The Telecommunications Industry Ombudsman | 1 | 2 | 3 | 4 | 5 | 99 |
| D | **[ASK IF CODE 4 AT D7C]** Other (Please specify) | 1 | 2 | 3 | 4 | 5 | 99 |

**ASK IF DISSATISFIED (CODES 4 OR 5 AT D10 A-D)**

D11. Why were you dissatisfied? **DO NOT READ (MR)**

1. PROBLEM/ISSUE NOT RESOLVED
2. TOO LONG TO FIX/TAKE ACTION
3. TOO MANY TRANSFERS/WAITING ON THE PHONE FOR TOO LONG
4. POOR COMMUNICATION/LACK OF COMMUNICATION ABOUT PROBLEM RESOLUTION
5. RECURRING PROBLEM/ONGOING PROBLEM
6. OFFSHORE CALL CENTRE
7. NOBODY WOULD TAKE RESPONSIBILITY FOR FIXING MY PROBLEM
8. UNCERTAINTY ABOUT COSTS
9. THE ACTUAL COST INCURRED
10. MY SERVICES WORKED DIFFERENTLY AND COULDN’T BE FIXED
11. OTHER (PLEASE SPECIFY)
12. DON’T KNOW/CAN’T SAY

**ASK IF CODE 2 OR 99 AT D7b**

D12. Did you do something else in response to your [**insert issue or fault ONLY ONE RESPONSE AT D5 OR CODES 1-7 AT D7a** ], such as…? [**READ OUT] (MR)**

**INTERVIEWER NOTE: COMPLAINT IN THIS INSTANCE REFERS TO AN EXPRESSION OF DISSATISFACTION MADE TO A SERVICE PROVIDER IN RELATION TO ITS NBN RELATED SERVICES, OR ITS NBN-RELATED COMPLAINTS HANDLING PROCESS, WHERE A RESPONSE OR RESOLUTION IS EXPLICITLY OR IMPLICITLY EXPECTED.**

1. Made a complaint to NBN Co – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
2. Made a complaint to the Telecommunications Industry Ombudsman – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
3. Changed providers – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
4. Changed plans – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
5. Other (SPECIFY) – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
6. Did nothing – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**
7. DON’T KNOW/CAN’T SAY [**DON’T READ]** – **GO TO D23 IF HOME PHONE OR D25 IF INTERNET**

**COMPLAINTS SUB-SECTION (for those who made a complaint about any issue)**

**ASK IF CODE D14a =1 OR 2 OR 3. ALSO ASK IF D14b=1**

D15. And how many times in total have you made a complaint to your current and/or previous NBN service provider/s? **DO NOT READ**

**INTERVIEWER INSTRUCTIONS:**

* **RECORD AS A TWO DIGIT NUMBER. RECORD DON’T KNOW AS ‘99’. IF A RANGE GIVEN, EG 1 OR 2, PROMPT FOR BEST GUESS**
* **IF 20-98 check their answer as this is very high**
* **PROGRAMMING INSTRUCTION: ALLOW FOR A TWO DIGIT RESPONSE IN RANGE 0-99**

**\_ \_ times**

**DO NOT ASK D16 IF D14a =1 THOSE GO TO D17**

**ASK IF CODE D14a = 2 OR 3. ALSO ASK IF D14b=1**

D16. Now thinking about your most recent complaint… what was the main reason for that complaint? **DO NOT READ PROBE/CLARIFY BASED ONLIST (SR)**

1. SLOW DATA SPEEDS DURING THE EVENING
2. SLOW DATA SPEED IN GENERAL
3. BILLING ISSUE
4. FAULT OR TECHNICAL ISSUE – DROP OUTS
5. FAULT OR TECHNICAL ISSUE – SERVICE OUTAGES
6. FAULT OR TECHNICAL ISSUE – INTERUPTIONS AND BUFFERING
7. FAULT OR TECHNICAL ISSUE – POOR VOICE QUALITY
8. FAULT OR TECHNICAL ISSUE – SPECIFY \_\_\_\_\_\_\_\_\_\_\_
9. MISLED BEFORE SIGNING UP
10. SERVICE DISCONNECTED OR SUSPENDED
11. TRANSFERRED TOO MANY TIMES/HAD TO TALK TO TOO MANY PEOPLE
12. TOOK TOO LONG TO RESOLVE
13. DIDN’T DO WHAT THEY SAID THEY’D DO / DIDN’T FIX THE PROBLEM
14. POOR CUSTOMER SERVICE
15. RECURRING PROBLEM
16. OTHER (PLEASE SPECIFY)

**ASK ALL WHO MADE A COMPLAINT – I.E. IF CODE 1 OR 2 OR 3 AT D14a OR CODE 1 AT D14b**

D17. How long did it take to resolve the complaint? Was it resolved…? **READ OUT (SR)**

**STOP READING ONCE RESPONDENT GIVES ANSWER**

1. On the same day
2. Within 2 working days
3. Within 3 working days
4. Between 4 days and one week
5. Between one week and 3 weeks
6. Or, more than 3 weeks
7. It is not currently resolved
8. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK ALL WHO MADE A COMPLAINT – I.E. IF CODE 1 OR 2 OR 3 AT D14a OR CODE 1 AT D14b**

D17b. Did you receive any reimbursement or compensation as part of a resolution to your complaint? **[DO NOT READ] (SR)**

* + - 1. Yes
      2. No

1. DON’T KNOW/CAN’T SAY

**ASK ONLY IF D17=1-6 OR D17=99**

D18. Overall, how satisfied or dissatisfied were you with how the complaint was handled? **[READ OUT] (SR)**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don’t Know/Can’t say **[DO NOT READ]**

**ASK IF DISSATISFIED (CODES 4 OR 5 AT D18)**

D19. For what reasons are you dissatisfied with how the complaint was handled? **[DO NOT READ] (MR)**

1. PROBLEM/ISSUE NOT RESOLVED
2. TOO LONG TO FIX/TAKE ACTION
3. TOO MANY TRANSFERS/WAITING ON THE PHONE FOR TOO LONG
4. POOR COMMUNICATION/LACK OF COMMUNICATION ABOUT PROBLEM RESOLUTION
5. RECURRING PROBLEM/ONGOING PROBLEM
6. OFFSHORE CALL CENTRE
7. NOBODY WOULD TAKE RESPONSIBILITY FOR FIXING MY PROBLEM
8. OTHER (PLEASE SPECIFY)
9. DON’T KNOW/CAN’T SAY

**Now we would like to ask you some questions about your satisfaction with (IF HAVE BOTH, INSERT: each of) your NBN service/s.**

**ASK IF A=1 AT A8**

D23. How satisfied or dissatisfied are you with the following aspects of your NBN **home phone** service? Firstly…**READ** **FIRST STATEMENT**. Would you say you’re very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied **[READ OUT]**

**ROTATE A-C**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Very satisfied** | **Satisfied** | **Neither satisfied nor dissatisfied** | **Dissatisfied** | **Very dissatisfied** | **DO NOT READ**  **Don’t Know/ Can’t say** |
| A | Reliability, that is having a working service that performs as expected | 1 | 2 | 3 | 4 | 5 | 99 |
| B | Affordability | 1 | 2 | 3 | 4 | 5 | 99 |
| C | voice quality (**READ IF NECESSARY**: that is the quality of the phone call ie whether the sound is clear,is there any delay in receiving a response from the other party) | 1 | 2 | 3 | 4 | 5 | 99 |

**ASK IF B=1 AT A8**

D25. (Thinking now about internet services) Please indicate your level of satisfaction with the following aspects of your NBN **internet** service. How satisfied or dissatisfied are you with the……**[READ OUT]**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Very satisfied** | **Satisfied** | **Neither satisfied nor dissatisfied** | **Dissatisfied** | **Very dissatisfied** | **DO NOT READ Don’t Know/Can’t say** |
| A | Reliability, that is having a working service that performs as expected | 1 | 2 | 3 | 4 | 5 | 99 |
| B | Affordability | 1 | 2 | 3 | 4 | 5 | 99 |
| C | Quality | 1 | 2 | 3 | 4 | 4 | 99 |

**DEMOGRAPHICS**

Finally, a few more questions about you.

The answers you give will remain completely confidential.

**ASK ALL –** **INCLUDING SOFT REFUSALS & SCREENER TERMINATIONS**

Z1. RECORD GENDER **DO NOT READ OUT (SR)**

1. MALE
2. FEMALE

**ENSURE ALL SOFT REFUSALS AND TERMINATIONS NOW GO TO COSE**

**ASK ALL**

A3(a) Could you please tell me how old you are?

**ASK FOR AGE FIRST [RECORD IN YEARS] AND IF RESPONDENT REFUSES THEN ASK WHICH OF THE FOLLOWING AGE GROUPS THEY FALL INTO**

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

A3(b) Which of these age groups do you fall into ? Would that be…?

**READ OUT**

1. 18-24 years
2. 25-34 years
3. 35-44 years
4. 45-54 years
5. 55-64 years
6. 65+ years
7. Refused/prefer not to say **DON’T READ**
8. DON’T KNOW **DON’T READ**

**ASK ALL**

Z2. What is the highest level of school or higher education you have completed? **DO NOT** **READ OUT UNLESS NECESSARY (SR)**

1. No formal education
2. School up to Higher School Certificate/Leaving/Year 12/6th Form
3. TAFE/University/some other tertiary qualification
4. Something else (Please specify)
5. Refused/prefer not to say

**ASK ALL**

Z3. Do you speak a language other than English at home?

1. Yes
2. No

**ASK ALL CODES 3-8 OR 99 IN A6**

Z4. NUMBER OF CHILDREN IN HOUSEHOLD

Z4. How many children aged 17 years or younger live in your household? **DO NOT READ (SR)**

1. 0 (AUTOCODE IF A6=1 I.E. LIVE ALONE OR A6=2 COUPLE WITH NO KIDS)
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6+
8. Refused/prefer not to say
9. Don’t know

Z5. What is your **household’s** combined **annual** income from all sources, before tax... Would that be under 60 thousand dollars or over?

IF UNDER $60,000

Would that be…**READ OUT**

1. Under 20 thousand dollars
2. 20 to 39
3. 40 to 59
4. Refused/prefer not to say **[DO NOT READ]**
5. Don’t know **[DO NOT READ]**

**- SINGLE RESPONSE**

IF OVER $60,000

Would that be…**READ OUT**

1. 60 to 79
2. 80 to 99
3. 100 to 149
4. 150 thousand dollars or more
5. Refused/prefer not to say **[DO NOT READ]**
6. Don’t know **[DO NOT READ]**

**- SINGLE RESPONSE**

**FINAL CLOSE/TERMINATION**