# NBN Consumer Experience Research

# **Business 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. We’re not selling anything.We’d like to include the views of your business about your business’s NBN services so the government can help make improvements . The study is for the Australian Communications and Media Authority - the ACMA.

**IF NECESSARY**: *The ACMA is the Federal Government telecommunications regulator.*

**IF NECESSARY**: *the survey takes about 17 minutes, but may vary depending on your situation and responses.*

**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.**

**ASK ALL (INCLUDING SOFT REFUSALS)**

**A8.** Does your business have any services connected to the NBN? By connected I mean that the services are fully installed and available for use?

**INTERVIEWER NOTE – IF SPEAKING TO RECEPTIONIST ONLY CODE YES IF THEY ARE SURE THE BUSINESS HAS NBN CONNECTED**

1. Yes
2. No
3. Don’t know

IF A8=1 (YES) – GO TO A1

IF A8=2 (NO) –GO TO SOFT REFUSAL/TERMINATION QUESTIONS

IF A8=3 (DON’T KNOW) – **ASK:**

May I please speak to the person who has day-to-day responsibility (or shared responsibility) for managing the phone and internet services for this business?

**IF YES AND PERSON IS AVAILABLE: RESTART at A8 INCLUDING REINTRODUCTION**

IF NO AS PERSON IS NOT AVAILABLE ASK FOLLOWING :

When would be the most convenient time for me to call them back and who should I ask for?

SCHEDULE AS A CALL BACK

**IF ALREADY SPEAKING TO PERSON WHO HAS RESPONSBILITY FOR PHONE / INTERNET BUT THEY DON’T KNOW IF BUSINESS HAS NBN, ~~ASK A1 AND A2~~ THEN GO TO SOFT REFUSAL / TERMINATION QUESTIONS**

**ASK ALL**

**A1.** Could I please confirm that the business name is **[READ OUT BUSINESS NAME FROM SAMPLE]**?

**ENTITY NAME FROM SAMPLE:** XXXX

**TRADING NAME FROM SAMPLE:** XXXX

**INTERVIEWER NOTE – ACCEPT MINOR CHANGES OF NAME OF BUSINESS**

**INTERVIEWER TRAINING: If similar and obviously just a modified version (SAME POSTCODE and BROADLY THE SAME MAIN ACTIVITY – SEE BELOW) then correct it and continue. If obviously a big change/error/different business then GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN** **terminate.**

**POSTCODE FROM SAMPLE:** XXXX

**INDUSTRY FROM SAMPLE:** XXXX

1. Yes / Correct **GO TO A2**
2. Yes / same business but slight corrections needed to business name **GO TO EDIT SCREEN AND CORRECT THEN GO TO A2**
3. No **GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN** **TERMINATE**
4. Don't know/Refused **GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATE**

**IF BUSINESS NAME INCORRECT – GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATION SCRIPT**

That’s all the questions we need today. Thank you for your time.

**ASK ALL (EXCEPT SOFT REFUSALS / TERMINATIONS, GO TO REF3/A2 BELOW, NOT A2)**

**A2.** And can I just check that I have the correct street address for the location of your business?

**IF NECESSARY***:  As NBN connections are done on an area by area basis, we want to compare data from areas all around Australia.  Your business will not be identified in any reporting.*

**READ OUT BELOW DETAILS FROM SAMPLE – RECORD DETAIL FOR ANY INFORMATION MISSING FROM FILE**

**if there is a simple error or amendment – ie if some aspect was incorrect in the file THEN CORRECT IT. Or if the business moved within the same postcode then CORRECT IT.**

* Street number **NOTE: NOT COMPULSORY**
* Street **NOTE: NOT COMPULSORY BUT IS HELPFUL** – IF REFUSE THEN REMIND THEM THAT THEY WILL NOT BE IDENTIFIED IN REPORTING OR PUT ON ANY MARKETING LISTS. ALL CONFIDENTIAL AND ONLY USED FOR ANALYSIS OF NBN SERVICES
* Suburb / Town / Nearest town
* State
* Postcode

1. Yes / Correct **GO TO A2a**
2. Yes / but slight corrections needed to business address **GO TO EDIT SCREEN AND CORRECT THEN GO TO A2a**
3. No obviously major changes / errors **GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATE**
4. Don't know/Refused **GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATE**

**POSTCODE (OR SUBURB AND STATE) REQUIRED TO BE A COMPLETE**

**NOTE:** **EITHER POSTCODE OR BOTH SUBURB/TOWN AND STATE MUST BE PROVIDED – OR ELSE GO TO TERMINATE SCRIPT**

IF ANY OF ABOVE DETAILS PROVIDED IN SAMPLE ARE SUBSTANTIALLY INCORRECT – GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATE WITH BELOW CLOSE SCRIPT:

* Sorry – I was actually wishing to speak to someone from the business located at a different address, so it appears that I have the wrong number. Thank you for your time.

IF RESPONDENT NOT WILLING TO PROVIDE MISSING DETAIL (OTHER THAN EXCEPTIONS AS NOTED ABOVE – GO TO SOFT REFUSAL/TERMINATION QUESTIONS THEN TERMINATE WITH BELOW CLOSE SCRIPT:

* Sorry – we can only continue the survey with businesses who can confirm their business address. Thank you for your time.

**REF3/A2.** And can I just check that I have the correct location of your business?

**IF THEY SAY THEY HAVE MORE THAN ONE LOCATION, SAY***:  I only need to confirm the one located in XXXXXXX [from sample file]. Do you operate your business in that suburb?*

* Suburb / Town / Nearest town
* State
* Postcode

1. Yes / Correct **CONTINUE TO NEXT REF QUESTION**
2. No / corrections are needed **GO TO EDIT SCREEN AND CORRECT THEN GO TO NEXT REF QUESTION**
3. Don't know/Refused **GO TO NEXT REFUSAL/TERMINATION QUESTION**

**ASK ALL**

**A2a.** Thank you. May I please speak to the person who has responsibility (or shared responsibility) for managing your business’ phone and internet services **for this address?** Is that you?

1. Yes
2. No

**INTERVIEWER NOTE: THE PERSON RESPONSIBLE FOR THAT SITE MIGHT BE located at another site, or we MIGHT HAVE CALLED A MOBILE AND THEY ARE NOT CURRENTLY AT THAT SITE LISTED ON THE SAMPLE FILE. CONFIRM THEY ARE THE PERSON RESPONSIBLE OR JOINTLY FOR THE SITE LISTED IN THE SAMPLE.**

**IF NOT AVAILABLE ASK FOLLOWING :**

* When would be the most convenient time for me to call them back and who should I ask for? SCHEDULE AS A CALL BACK

IF STATED THAT PERSON LOCATED AT ANOTHER SITE ASK:

* May I please speak instead to the person who has day to day responsibility (or shared responsibility) for the phone and internet at this address/your location?

**RE-INTRODUCE YOURSELF IF NECESSARY**

IF ANSWER STILL IS NO PERSON AT THIS SITE ASK:

* May I please have the name and phone number of the person who does have responsibility so that I can call them directly?

SCHEDULE AS A CALL BACK

IF RECEPTIONIST OR OTHER STAFF MEMBER IS HESITANT TO GIVE YOU DETAILS OR SAYS THAT PERSON IS VERY BUSY OR DOESN’T DO RESEARCH:

* I understand, but they may like to know about this important research and decide themselves if they want to participate. I’m happy to call back at another time to try them if they are not available now.

RE-INTRODUCE YOURSELF IF NECESSARY

The survey should take approximately 17 minutes depending on your answers.

**SOFT REFUSAL OR TERMINATION SCRIPT – ONLY ASK IF NOT ALREADY REACHED THAT STAGE IN THE SURVEY**

**IF SOFT REFUSAL/TERMINATION HERE OR ANY STAGE BEFORE A18 SAY**: Could I just ask you a few very quick questions – it should only take a minute or so?

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

**IF YES: ASK ALL THAT HAVE NOT ALREADY BEEN ANSWERED**

**SOFT REFUSAL /TERMINATION QUESTIONS**

REF1: DOES BUSINESS HAVE ANY SERVICES CONNECTED TO THE NBN? (A8)

REF2. BUSINESS NAME (A1)

REF3: SUBURB/TOWN, STATE & POSTCODE ONLY (A2)

REF4: OPERATES FROM ONE OR MORE LOCATIONS (A7)

REF5. DID BUSINESS CONNECT IN LAST 12 MONTHS? (A9)

REF6: MAIN BUSINESS ACTIVITY (A14)

REF7: NUMBER OF EMPLOYEES IN COMPANY (A15)

REF8: IF MULTI: NUMBER OF EMPLOYEES AT THIS LOCATION (A17)

IF COMPLETE ALL REF QUESTIONS:

Thank you. **TERMINATE**

Just to let you know, 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.

Before I begin I would also 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

**ASK ALL**

**A3.** Could I please have your first name?

* RECORD FIRST NAME

IF HAVE STARTED WITH A NEW PERSON AND NOT YET CONFIRMED IF THAT IS THE PERSON RESPONSIBLE FOR THAT SITE [IE SKIP IF YES AT A2a], ASK:

**A4.** And just to confirm, you are the person who has responsibility (or shared responsibility) for phone and internet services for the business for this address?

1. Yes
2. No

**IF NO ASK:**

May I please speak instead to the person who has day to day responsibility for this address/your location?

**RESTART at A8 INCLUDING REINTRODUCTION**

IF NO AND PERSON NOT AVAILABLE ASK FOLLOWING :

When would be the most convenient time for me to call them back and who should I ask for?

SCHEDULE AS A CALL BACK

**ASK ALL (INCLUDING SOFT REFUSALS/TERMINATIONS)**

**A7.** Does your business operate (or run) from just that one location or do you have more locations that are part of the same business?

**IF NECESSARY:** *I mean more than one office or shop - more than one location of any kind?*

**INTERVIEWER NOTE: IT CAN BE THEIR HOME IF THAT IS WHERE THEY OPERATE THEIR BUSINESS FROM**

**INTERVIEWER NOTE:** **TO DISTINGUISH DIFFERENT PREMISES THAT A BUSINESS MIGHT HAVE, AND POSSIBLE LOCATION WHERE THE NBN MIGHT HAVE BEEN CONNECTED.**

1. One location
2. Two or more locations
3. Refused / Don’t Know

IFA7=3 (REFUSED / DON’T KNOW) GO TO SOFT REFUSAL / TERMINATION QUESTIONS.

IF A7=2 (TWO OR MORE LOCATIONS), SAY: For the rest of the questions please focus just on this address.

**ASK ALL**

**A10.** Andwhich services has your business connected to the NBN **[IF MULTI-LOCATION IE A7=2 SAY**: at this address]? Firstly…

**INTERVIEWER NOTE:**

* **SINGLE RESPONSE PER SERVICE TYPE**
* **IF MENTION HAVE SERVICE BUT HAS NEVER BEEN CONNECTED TO THE NBN THEN RECORD AS NO**
* **IF MENTION HAVE HAD SERVICE CONNECTED TO THE NBN BUT NOW NO LONGER CONNECTED TO THE NBN, CHECK IF THERE WAS ANY NBN SERVICE CONNECTED AT ANY TIME IN THE LAST 12 MONTHS AND RECORD HERE. ELSE RECORD AS NO**
* **IT JUST HAS TO BE AN NBN SERVICE THAT WAS CONNECTED TO USE FOR THE BUSINESS – EITHER PARTLY USED OR COMPLETELY USED FOR THE BUSINESS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | **[DO NOT READ]** Don’t Know/Can’t say |
| B | An internet connection | 1 | 2 | 3 |
| A | Business phone service that you can make and receive calls on, including a landline telephone or VoIP telephone ( but not including mobile phones )  **IF NECESSARY*:*** *VoIP includes an internet telephone service 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 | 3 |
| C | **ASK A10C ONLY IF MOBILE SAMPLE AND NO PHONE CONNECTED TO NBN (A10A=2) OR DON’T KNOW IF PHONE CONNECTED TO NBN (A10A=3) TO CHECK IF MOBILE PHONE ONLY.**  **SHOW ON SEPARATE SCREEN:** And do you have any other kind of business phone service that is NOT connected to the NBN? [**IF NECESSARY**: *including a landline telephone or VoIP telephone]* | 1 | 2 | 3 |

**INTERVIEWER CONFIRM EACH ONE:**

* **IF B = 1** So your business’ internet service is now connected to the NBN?
* **IF A = 1** So that is a business phone service connected to the NBN?
* **IF A = 1 AND B = 1** So BOTH your business phone service and internet service are now connected to the NBN?

**IF LANDLINE SAMPLE AND A10A=3 (DON’T KNOW IF HAVE LANDLINE CONNECTED TO NBN)  CONFIRM:** Do you know if thelandline that I just called is connected to the NBN or not? **IF CONNECTED TO NBN CORRECT A10A TO CODE 1.  IF STILL NOT SURE (A10A=3) AND IF A10B=2 THEN GO TO SOFT REFUSAL / TERMINATION SCRIPT.  IF STILL NOT SURE ABOUT PHONE (A10A=3) AND IF HAS NBN INTERNET A10B=1 CONTINUE (HAS NBN INTERNET AND SOME KIND OF LANDLINE THAT WE CALLED ON)**

**IF A10A=2 OR 3 AND A10B=2 OR 3 GO TO SOFT REFUSALS/ TERMINATION QUESTIONS**

**ASK ALL (INCLUDING SOFT REFUSALS/TERMINATIONS – NOTE IF SOFT REFUSAL/TERMINATION A10 WILL NOT HAVE BEEN ASKED, SO NO A10 FILTER IS POSSIBLE, SO BOTH CODES WILL BE SHOWN**

**A9.** And did your business connect to the NBN in the last 12 months – that is since **[IF JAN FIELDWORK INSERT:** January 2017**] [IF FEB FIELDWORK INSERT:** February 2017]. **[MR]**

1. **IF A10A=1 (HAS NBN PHONE) SHOW:** Yes – business phone in last 12 months **GO TO A12**
2. **IF A10B=1 (HAS NBN INTERNET) SHOW:** Yes – internet in last 12 months **GO TO A12**
3. No – **SAY** – We need to complete the full survey with businesses that 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 TO FEW QUICK QUESTIONS, GO TO SOFT REFUSAL OR TERMINATION SCRIPT**
4. Don’t know / Refused

IF A9=4 (DON’T KNOW / REFUSED) - GO TO SOFT REFUSAL / TERMINATION

**ASK ALL**

**A12.** Which type of NBN connection does your business have? I’ll read them out to you…

**READ CATEGORIES AND CLARIFY ANY IF NECESSARY TO CONFIRM**

**INTERVIEWER NOTE: ONLY CODE IF RESPONDENT IS SURE OF THEIR TECHNOLOGY. IF NOT READ DESCRIPTIONS OF EACH TECHNOLOGY AND CLARIFY AS NECESSARY**

1. 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 AS 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)*

*Your 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 premise 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 AS NECESSARY:** *A fibre optic cable is connected directly to your business 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.*

*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.*

1. Fibre to the Node or FTTN

**READ AS NECESSARY:** *A fibre optic cable is connected to the ‘nodes’ located in your street / nearby, with the existing copper network then used to connect your premises to this node. Your NBN service will then be connected using the existing copper phone line already going to your property.*

1. Fibre to the Building or FTTB

**READ AS NECESSARY:** *Often used for multi premise buildings such as apartment or office blocks, where a fibre optic cable is connected to the building (usually in the communications room), then existing wiring within the building is used to connect your individual premise within the building to this.*

1. Fixed wireless

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

*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 building (and connected to the outdoor antenna) into which you plug your router or devices to use the internet.*

1. Satellite or SkyMuster

**READ AS 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. 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 building (and connected to the NBN satellite dish), to plug your router or devices into to use the internet.*

1. **DO NOT READ** Don’t know

**ASK IF CODE 7 AT A12:**

**A13.** We know that most of your area is connected to the NBN via <**INSERT** **TECHNOLOGY TYPE FROM SAMPLE**>, which is <**SIMPLE EXPLANATION**>. Is this the type of NBN connection your business has?

1. Yes
2. Still don’t know

IF A13=2 (STILL DON’T KNOW) - TERMINATE WITH BELOW SCRIPT:

* Thank you for your time today. The rest of the survey needs to be completed with people who are aware of their business’s type of NBN connection

Now just a few questions so that we can understand what type of business you are in.

(**IF NECESSARY**: *It’s all confidential and will not be passed on to other agencies at all – it’s just for this survey and will not be linked to your responses*.)

**ASK ALL (INCLUDING SOFT REFUSALS / TERMINATIONS)**

**A14.** What is the main activity of your business?

**IF NECESSARY:** *That is your line of business or the type of business or service you provide. If more than one activity or line of business then just the one you consider to be the main one.*

**SHOW INDUSTRY FROM FILE: \_\_\_\_\_\_\_\_\_\_\_\_**

1. Same as provided
2. Different main activity than recorded - **RECORD RESPONSE**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

98 Refused **INTERVEWER TO READ INDUSTRY PROVIDED AND CHECK IF ACCURATE CODE AS 1 OR 2 IF INFORMATION NOW PROVIDED. CODE AS 98 IF STILL REFUSED**

99 Don’t know **INTERVEWER TO READ INDUSTRY PROVIDED AND CHECK IF ACCURATE. CODE AS 1 OR 2 IF INFORMATION NOW PROVIDED. CODE AS 99 IF STILL DON’T KNOW**

* **RECORD RESPONSE AS FREE TEXT**
* **INTERVIEWER TO THEN CODE RESPONSE TO LIST OF ANZSIC CODES**
* **NOTE: MAIN BUSINESS AS LISTED IN DUN & BRADSTREET SAMPLE FILE TO BE SHOWN TO ASSIST INTERVIEWERS IF NECESSARY – HOWEVER IF BASED ON RESPONSE PROVIDED INTERVIEWER FEELS DIFFERENT CODE MORE ACCURATE THEN THEY ARE TO CODE AS THEY BELIEVE APPROPRIATE**
* **IF CODE 98 OR 99 (REFUSED / DON’T KNOW), INTERVIEWER TO READ INDUSTRY PROVIDED AND CHECK IF ACCURATE. IF STILL REFUSED OR DON’T KNOW, GO TO SOFT REFUSAL / TERMINATION QUESTIONS**

**ASK ALL (INCLUDING SOFT REFUSALS/TERMINATIONS)**

**A15.** In total how many employees work for your company? **[FOR MULTI-SITE BUSINESSES IE A7 =2 SAY:** For the whole company, not just this location] and please include all full-time, part-time and casuals on the Australian payroll of your business regardless of where they are located. Include yourself if you are on the payroll. **READ OUT (SR)**

**IF NECESSARY:** *We need to ensure businesses of all sizes are represented.*

**IF NECESSARY:** *If you just know what it was at the end of last financial year that’s fine.*

**IF NECESSARY:** *This information will only be used for this survey and not for any other purpose. It is confidential.*

**IF NECESSARY:** *Your best guess is fine.*

**IF NECESSARY:** *If it varies, your best estimate of an average is fine.*

**IF FRANCHISE / AFFILIATE:** *We only want to know the number of employees that are employed at the company level as relevant for tax purposes / business tax return lodgement. Though I assure you it will not be reported to the tax office and is completely confidential for this survey only.*

1. 0
2. 1-4
3. 5-19
4. 20-199
5. 200+
6. DON’T KNOW – **DO NOT READ**
7. REFUSED – **DO NOT READ**

IF CODE 1 (=0) CHECK: You should include yourself if you are the only employee of the company. Or is it a company that does not employ anyone at all? IF STILL CODE 1 (=0) TERMINATE WITH BELOW SCRIPT:

* Sorry – I need to speak to businesses who have at least one paid employee. Thank you for your time.

IF CODE 5 (=200+) TERMINATE WITH BELOW SCRIPT

* Sorry – I need to speak to businesses who have less than 200 employees. Thank you for your time.

IF CODE 6 OR 7 ASK:

A15a. Would that be… READ OUT (SR)

1. 200 or more or
2. less than 200 employees?

6 DON’T KNOW – **DO NOT READ**

7 REFUSED – **DO NOT READ**

IF CODE 1 (=200+) AT A15a TERMINATE WITH BELOW SCRIPT

* Sorry – I need to speak to businesses who have less than 200 employees. Thank you for your time.

IF CODE 6 OR 7 AT A15a ASK FOR BEST ESTIMATE AND RECODE

IF STILL CODE 6 OR 7 AT A15a TERMINATE WITH BELOW SCRIPT

* Sorry – I need to speak to businesses who we are able to broadly establish the number of employees. Thank you for your time.

ASK IF CODE 4 (20-199 employees) AT A15 :

**A16.** Would that be 20 employees exactly or between 21 and 199? - **DO NOT READ (SR)**

1. 20
2. 21-199
3. DON’T KNOW
4. REFUSED

**ASK IF A MULTI-SITE BUSINESS IE A7 =2 (INCLUDING SOFT REFUSALS/TERMINATIONS)**

**A17.** And how many employees do you have just at **this location**? – **READ IF NECESSARY (SR)**

1. 1-4
2. 5-19
3. 20-199
4. **SHOW IF A15=5 (ONLY SHOWN FOR SOFT REFUSALS / TERMINATIONS)** 200+
5. DON’T KNOW
6. REFUSED

PLEASE DISPLAY ON SCREEN RESPONSE TO A15 ALL EMPLOYEES [PREVIOUSLY SAID \_\_\_\_ EMPLOYEES IN TOTAL FOR THE WHOLE BUSINESS]

LOGIC CHECK THAT RESPONSE AT A17 CANNOT BE GREATER THEN RESPONSE AT A15

IF CODE 4 (DON’T KNOW) OR 5 (REFUSED) ASK FOR BEST ESTIMATE AND RECODE

IF STILL CODE 4 OR 5 TERMINATE SCRIPT BELOW

* Sorry – I need to speak to businesses who know the number of employees at that location we are asking about. Thank you for your time.

I’m now going to ask you about the NBN services at this address.

**ASK ALL**

**A18.** What month and year was the NBN available in your area (for you to be able to connect your services to)?

**IF NECESSARY***: It’s often called ‘ready for service’*

**INSERT YEAR AND DATE LIST EXTENDING BACK 30 MONTHS**

1. Before **LAST DATE / YEAR OF ABOVE LIST– IE MORE THAN 30 MONTHS AGO**
2. Don’t know **DO NOT READ OUT**
3. Refused **DO NOT READ OUT**

IF CODE 2 (DON’T KNOW) or 3 (REFUSED) AT A18 PROBE FOR BEST ESTIMATE AND RECODE

IF **CODE 1 (BEFORE LAST DATE / YEAR – IE MORE THAN 30 MONTHS AGO OR STILL CODE 3 TERMINATE WITH BELOW SCRIPT**

* We need to complete the survey with businesses that are known to be located in areas that became ready for service in the last 30 months. Thank you for your time.

**IF STILL CODE 2 (DON’T KNOW) AT A18 ASK:**

**A19a**.Was that because:

1. Your business wasn’t in the area when it became ready to connect to the NBN
2. Or, you’re just not sure of the date

**IF CODE 2 (DON’T KNOW) AT A18 ASK:**

**A19b. ASK:** Would it have been before [**IF JAN FIELDWORK INSERT** July 2015] [**IF FEB FIELDWORK INSERT** August 2015] or more recently than that?

1. Before [**IF JAN FIELDWORK INSERT** July 2015] [**IF FEB FIELDWORK INSERT** August 2015] – **TERMINATE WITH CLOSE SCRIPT**
2. More recently than [**IF JAN FIELDWORK INSERT** July 2015] [**IF FEB FIELDWORK INSERT** August 2015] – **CONTINUE TO A20**
3. DON’T KNOW – **CONTINUE TO A20**

**CLOSE SCRIPT (IF CODE 1 AT A19B)**

* We need to complete the survey with businesses that are known to be located in areas that became ready for service in the last 30 months. Thank you for your time.

**ASK ALL**

**A20.** And what month and year did your business order its NBN service **[IF MULTI-LOCATION IE A7=2 SAY:** at this address] from your provider?

**IF NECESSARY**: *Order means that you signed your business at this address up to an NBN plan.*

**INSERT YEAR AND DATE LIST EXTENDING BACK 30 MONTHS**

1. Before **LAST DATE / YEAR OF ABOVE LIST– IE MORE THAN 30 MONTHS AGO**
2. Don’t know

IF CODE 2 (DON’T KNOW) AT A20 PROBE FOR BEST ESTIMATE AND RECODE

LOGIC CHECK – CONFIRM IF RESPONSE TO A20 IS EARLIER THAN RESPONSE TO A18, AS MAY HAVE PRE-ORDERED

**ASK ALL:**

**A21.** And what month and year were your business’ phone and/or internet service connected to the NBN **[IF MULTI-LOCATION IE A7=2 SAY:** at this address] and you were able to start using it? **(SR)**

**INSERT YEAR AND DATE LIST EXTENDING BACK 12 MONTHS**

1. Before **LAST DATE / YEAR OF ABOVE LIST– IE MORE THAN 12 MONTHS AGO**
2. Don’t know

IF CODE 2 (DON’T KNOW) AT A21 PROBE FOR BEST ESTIMATE / FOR THEM TO QUICKLY ESTABLISH BY REFERRAL TO OTHER PERSON AND RECODE

IF **CODE 1 (BEFORE LAST DATE / YEAR – IE MORE THAN 12 MONTHS AGO OR OR IF STILL CODE 2 AT A21 TERMINATE WITH BELOW SCRIPT**

* We need to complete the survey with businesses who are known to have connected to the NBN in the last 12 months. Thank you for your time.

LOGIC CHECK – RESPONSE TO A21 CANNOT BE EARLIER THAN RESPONSE TO A20

**SECTION B – CONNECTING TO THE NBN**

**ASK ALL**

**B1.** Do you have any other service also connected using the NBN? Such as an alarm, POS terminal, fax machine etc. (**IF NECESSARY**: *so not including any services that might be connected via apps or directly to your mobile or other means*) **(SR)**

**IF NECESSARY**: *A Security alarm or monitoring system, fire alarm, cash register, EFTPOS, Lift or elevator phone.*

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

**DO NOT INCLUDE BACK UP EFTPOS SYSTEMS THAT ARE MOBILE ETC IF THEY ARE NOT CONNECTED TO THE NBN**

1. Yes
2. No
3. Don’t know

**ASK ONLY IF YES AT B1**

**B2.** So, now thinking about before you moved this service/these services to the NBN, were you aware that you should contact the provider/s of this service/these services to check compatibility? **(SR)**

1. Yes (aware)
2. No (not aware)
3. Not applicable - Connected this service after I connected to the NBN **DO NOT READ**
4. Don’t know/can’t say **DO NOT READ**

The following few questions ask about your NBN services plan.

**ASK ALL**

**B3**. What kind of plan does your business use for its NBN services? Is it ….? **(READ OUT) [SR]**

1. An NBN business plan
2. An NBN residential plan
3. Both – have an NBN business plan but also use an NBN residential plan **[DO NOT READ]**
4. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**INTERVIEWER NOTE IF NECESSARY: THE MAIN PLAN USED FOR THE BUSINESS**

**ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**

**B4.** What is the data download speed included in your (business’s 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. Between 100 megabits and 1 Gigabit per second
6. More than 1 gigabit per second
7. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK ALL**

**B5.** I’m now going to read some factors that you might have considered when choosing your business’s NBN **INSERT SERVICES HAVE FROM A11** service/s plan and provider. For each one could you tell me if it was more important or less important to your business? Firstly… **[READ OUT FIRST FACTOR]** Was B19

**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**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **More Important** | **Less important** | **DO NOT READ**  **Not applicable** | **DO NOT READ Don’t Know/ Can’t say** |
| A | Not being locked in to a contract | 1 | 2 | 97 | 99 |
| B | Cost | 1 | 2 | 97 | 99 |
| C | **ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)** Speed of internet connection  **INTERVIEWER NOTE: (DO NOT READ) WE MEAN internet speed not time to connect** | 1 | 2 | 97 | 99 |
| D | **ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**  Amount of data included in the plan | 1 | 2 | 97 | 99 |
| E | Staying with your existing service provider for continuity | 1 | 2 | 97 | 99 |
| F | Having a designated account manager | 1 | 2 | 97 | 99 |
| G | Confidence in faults being fixed | 1 | 2 | 97 | 99 |
| H | **ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**  Keeping your email address | 1 | 2 | 97 | 99 |
| I | **ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS)**  Keeping your phone number | 1 | 2 | 97 | 99 |
| J | **ASK IF B3≠2 (DOES NOT HAVE A RESIDENTIAL PLAN)**  Business-specific inclusions (such as a static IP address, enhanced service levels such as fast tracking service fault repairs)  **IF NECESSARY:** sometimes called eSLA  **IF NECESSARY:** or inclusions like priority traffic classification or connectivity virtual circuit (CVC) bandwidth | 1 | 2 | 97 | 99 |

**IF MORE THAN ONE CODED 1 (MORE IMPORTANT) AT B5, ASK B5b. IF ONLY ONE IS CODED 1 (MORE IMPORTANT) AT B5, AUTOCODE THIS IN B5b AND GO TO B6.**

**B5b**. Which of those was **the most** important for your business in choosing your plan or provider? [**SHOW ALL SELECTED AS MORE IMPORTANT IE ALL CODE 1 IN B5]** **READ OUT (SR)** Was B19b

**ASK ALL**

**B6.** 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)** Was B22a

**INTERVIEWER NOTE – FOR ALL OF THESE SERIES OF QUESTIONS, IF THEY OR SOMEONE ELSE IN THE BUSINESS UNDERSTOOD THE PROCESS OR FOUND IT EASY TO COMPARE ETC THEN THAT COMBINED KNOWLEDGE WITHIN THE BUSINESS IS WHAT IS BEING ASKED HERE – NOT JUST THE RESPONDENT’S OWN KNOWLEDGE.**

**RANDOMISE STATEMENTS**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **DO NOT READ Don’t Know/ Can’t say** | **DO NOT READ Didn’t compare** |
| A | It was easy to compare what was included in different NBN plans | 1 | 2 | 3 | 4 | 5 | 99 | 97 |
| B | **ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)** You knew what speed your business needed | 1 | 2 | 3 | 4 | 5 | 99 | 97 |
| C | You understood what was included in the plan you chose | 1 | 2 | 3 | 4 | 5 | 99 | 97 |
| D | You knew that there were different download speed options or tiers to choose from | 1 | 2 | 3 | 4 | 5 | 99 | 97 |

**ASK ALL**

**B7**. OK, now I am going to read out just three more statements about NBN information. How strongly do you agree or disagree with the following... . When choosing your NBN services, would you say that…. **[READ OUT FIRST STATEMENT]**

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

**INTERVIEWER NOTE : INCLUDE IF THEY OR SOMEONE ELSE IN THE BUSINESS, OR ASSISTING THE BUSINESS, UNDERSTOOD**

**RANDOMISE STATEMENTS**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **DO NOT READ Don’t Know/ Can’t say** |
| A | You understood the steps that were involved in connecting your business to the NBN | 1 | 2 | 3 | 4 | 5 | 99 |
| B | You understood the different responsibilities of NBN Co and service providers in connecting your business | 1 | 2 | 3 | 4 | 5 | 99 |
| C | You understood the steps you needed to take to prepare your business for the NBN being connected | 1 | 2 | 3 | 4 | 5 | 99 |

**ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN LAST 12 MTHS), IF NO NBN PHONE GO TO C1a**

Now thinking just about your NBN phone service.

**ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS)**

**B8a**.During the actual connection process…….**[READ OUT]**

**INTERVIEWER NOTE FOR B8a B – IS ABOUT BEING ABLE TO KEEP ITS FIXED LINE PHONE NUMBER**

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

**ASK IF CODE 2 FOR B8aB**

**B8b**. Did you expect that your business could keep its phone number when connecting your services to the NBN? **[DO NOT READ]** .

* 1. Yes
  2. No

1. DON’T KNOW/CAN’T SAY

**SECTION C – DURING MIGRATION**

**ASK ALL**

**C1a**. Now, during the process of getting connected to the NBN, was your business left without **any kind** of fixed line phone or internet service for 3 hours or more?

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

**ALL:** Which service or services was your business 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 (IE LESS THAN 3 HOURS) DURING THE ACTUAL SWITCH OVER THEN DO NOT INCLUDE HERE**

**ALSO, MOBILE PHONES ARE NOT COUNTED HERE. IF THEY WERE WITHOUT A FIXED LINE PHONE BUT COULD/DID USE A MOBILE PHONE AS AN ALTERNATIVE, THEN THAT IS WITHOUT NBN SERVICES – CODE 1**

* 1. **[ONLY SHOW IF HAVE NBN PHONE OR BOTH, A11=1 or 2]** Yes – was without phone **ASK C1b NOW**
  2. **[ONLY SHOW IF HAVE NBN INTERNET OR BOTH, A11=1 OR 3]** Yes – was without 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 phone** | **ASK IF C1a=2**  **Yes – without internet** |
| A | There was a technical issue with your NBN installation?  **INTERVIEWER NOTE: INCLUDES ANY ISSUES WITH EQUIPMENT, LINE OR THE INSTALLATION PROCESS** | 2 | 2 |
| B | Your business missed the disconnection date? | 1 | 1 |
| C | Or some other reason | 3 | 3 |
| D | Don’t know/Can’t say **[DO NOT READ]** | 4 | 4 |

**ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS) AND CODE 1 AT C1a**

**C2.** And how long was your business left without **any kind** of fixed line **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. BUSINESS NEVER WITHOUT FIXED LINE PHONE SERVICE **[DO NOT READ]**
8. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**INTERVIEWER NOTE: FIXED LINE PHONE DOES NOT INCLUDE MOBILE PHONE**

**ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS) AND CODE 1 AT C1a**

**C2a.** What impact did being left without any kind of a fixed line phone service have on your business? Was it.. **[READ OUT] (SR)**

1. None – no impact
2. Minor impact
3. Moderate
4. Major
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS) AND CODE 2 AT C1a**

**C3.** And how long was your business left without **any kind** of fixed **internet 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. BUSINESS NEVER WITHOUT FIXED INTERNET SERVICE **[DO NOT READ]**
    8. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS) AND CODE 2 AT C1a**

**C3a**. What impact did being left without an internet service have on your business? Was it.. **[READ OUT] (SR)**

1. None – no impact
2. Minor impact
3. Moderate
4. Major
5. DON’T KNOW/CAN’T SAY **[DO NOT READ]**

**ASK IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS) AND CODE 1 AT C1a OR IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS) AND CODE 2 AT C1a**

**C4**. Did you use an interim or alternative service when your…

**ASK IF A A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS) AND CODE 1 AT C1a**

**C4a**. …NBN phone service was down? (DO NOT READ OUT) (SR)

1. Yes
2. No

**ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS) AND CODE 2 AT C1a**

**C4b**. NBN internet service was down? (DO NOT READ OUT) (SR)

1. Yes
2. No

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

**ASK ALL**

**C7.** After your business ordered your NBN plan, did you or someone on your behalf, 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)**

**PROMPT:** Are there any other reasons that you contacted your provider in that period?

**Issues / faults**

1. SLOW INTERNET SPEEDS
2. FAULT OR TECHNICAL ISSUE WITH BUSINESS PHONE AND/OR INTERNET SERVICES
3. FAULT OR TECHNICAL ISSUE WITH NBN EQUIPMENT

**Installation / set-up**

1. INSTALLATION OF NBN EQUIPMENT INSIDE OR OUTSIDE
2. SETTING UP BUSINESS PHONE AND/OR INTERNET SERVICES
3. NBN EQUIPMENT / MODEM NOT RECEIVED

**Appointments**

1. ISSUE WITH CONFIRMING ADDRESS FOR APPOINTMENT
2. TECHNICIAN DIDN’T TURN UP
3. MAKE, CANCEL OR RESCHEDULE APPOINTMENTS

**Information / account or billing enquiry**

1. GATHERING INFORMATION ON SERVICES SUCH AS PRICES AND INCLUSIONS
2. GENERAL ENQUIRY ABOUT YOUR ACCOUNT, OTHER THAN BILLING
3. BILLING ENQUIRY \ BILLING ISSUE

**Other**

1. DELAYS IN CONNECTION OF NBN SERVICE
2. ACTIVATING YOUR SERVICE FOR THE FIRST TIME
3. CANCELLATION \ TO SWITCH TO ANOTHER PROVIDER
4. TRANSFER OF EXISTING PHONE NUMBER
5. OTHER (PLEASE SPECIFY)
6. DON’T KNOW \ CAN’T REMEMBER

**ASK ALL**

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

**INTERVIEWER NOTE: DO NOT INCLUDE AN “NBN TEAM” WITHIN THE SERVICE PROVIDER – WE MEAN NBN CO, THE COMPANY**

1. Yes – **GO TO C10a IF CODE 1-17 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 AND ALSO CODE 1 TO 17 AT C8**

**C10a.** And what were the reasons for 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 ALSO CODE 18 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)**

**Issues / faults**

1. SLOW INTERNET SPEEDS
2. FAULT OR TECHNICAL ISSUE WITH BUSINESS PHONE AND/OR INTERNET SERVICES
3. FAULT OR TECHNICAL ISSUE WITH NBN EQUIPMENT

**Installation / set-up**

1. INSTALLATION OF NBN EQUIPMENT INSIDE OR OUTSIDE
2. SETTING UP BUSINESS PHONE AND/OR INTERNET SERVICES
3. NBN EQUIPMENT / MODEM NOT RECEIVED

19 DAMAGE TO PROPERTY BY NBN TECHNICIAN

**Appointments**

1. ISSUE WITH CONFIRMING ADDRESS FOR APPOINTMENT
2. TECHNICIAN DIDN’T TURN UP
3. MAKE, CANCEL OR RESCHEDULE APPOINTMENTS

**Information / account or billing enquiry**

1. GATHERING INFORMATION ON SERVICES SUCH AS PRICES AND INCLUSIONS
2. GENERAL ENQUIRY ABOUT YOUR ACCOUNT, OTHER THAN BILLING
3. BILLING ENQUIRY \ BILLING ISSUE

**Other**

1. DELAYS IN CONNECTION OF NBN SERVICE
2. ACTIVATING YOUR SERVICE FOR THE FIRST TIME
3. CANCELLATION \ TO SWITCH TO ANOTHER PROVIDER
4. TRANSFER OF EXISTING PHONE NUMBER

20 PROVIDER TOLD ME TO CONTACT THEM/TOLD ME IT WAS AN NBN CO ISSUE

1. OTHER (PLEASE SPECIFY)
2. DON’T KNOW \ CAN’T REMEMBER

**ASK ALL**

**C11.** 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**

Now thinking about your experience after connecting to the NBN – when your business had a working NBN service.

**ASK IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**

**D1.** Overall, comparing your business’s internet before and after you connected to the NBN, would you say it was now… **[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 ALL**

**D2.** Since connecting to the NBN, have you experienced any issues or faults with your NBN service/s, such as… **[READ OUT] (MR)**

**ROTATE 1-6**

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

**ONLY SHOW CODE 3 IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**

1. **Data speeds are variable**

**ONLYSHOW CODE 4 IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**

1. **Consistently slower data speeds** **than expected**

**ONLY SHOW CODE 5 IF A11=1 OR 3 (HAS INTERNET CONNECTED IN L12 MTHS)**

1. **Interruptions and buffering** (**IF NECESSARY** *that is in streaming audio or video from the Internet, or video conferencing, 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)*

**ONLY SHOW CODE 6 IF A11=1 OR 2 (HAS PHONE CONNECTED IN L12 MTHS)**

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. Something else? (What type of issue or fault was that?) (SPECIFY)
6. No issue or fault with their service **– GO TO D6**
7. Don’t Know/Can’t Say **– GO TO D6**

**(IF ONE ISSUE ONLY FROM 1-10 AT D2, AND THAT CODE IS CODE 3 THEN GO TO D4. IF MORE THAN ONE ISSUE FROM 1-10 AT D2, GO TO D3)**

**ASK IF MORE THAN ONE FAULT SELECTED AT D2, ASK:**

**D3.** And which issue or fault has been the biggest problem for your business? **SHOW ONLY THE ISSUES CODED IN D2**

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

1. Drop-outs **– GO TO D5**
2. Service outages **– GO TO D5**
3. Data speeds are variable **– GO TO D4**
4. Consistently slower data speeds than expected **– GO TO D5**
5. Interruptions and buffering **– GO TO D5**
6. Poor voice quality **– GO TO D5**
7. [**SHOW ALL SOMETHING ELSES SELECTED FROM D2**]**– GO TO D5**

**ASK IF CODE 3 AT D2:**

**D4.** And how often do you notice slower speeds? **[READ OUT] (SR)**

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

**DO NOT ASK D5 IF D2 = 11 OR 12. THOSE GO TO D6**

**D5.** Since connecting to the NBN, that is from when you had a working service, have you or somebody on behalf of your business, 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 business’s 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: **IF WAS ONLY ONE ISSUE AT D2 ELSE SHOW BIGGEST ISSUE FROM D3**] **–GO TO D15 BUT DO NOT ASK D16**
2. YES – just about something else **–GO TO D15 THEN D16**
3. YES **–** about [the issue or fault **IF WAS ONLY ONE ISSUE AT D2 OR ELSE SHOW BIGGEST ISSUE FROM D3**] and about something else - **GO TO D15 THEN D16**
4. NO **– GO TO D7c**
5. DON’T KNOW **– GO TO D7c**

**ASK IF CODE 11 OR CODE 12 AT D2 (IE NO ISSUE OR DON’T KNOW)**

**D6**. Since connecting to the NBN, that is from when you had a working service, have you, or somebody on behalf of your business, 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 business’s 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 Z1**
3. DON’T KNOW  **- GO TO Z1**

**ISSUES SUB-SECTION (FOR THOSE WHO HAD A FAULT OR ISSUE IN D2 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 TO PROVIDER IE CODE 4 OR 5 AT D5 (I.E. HAD A FAULT OR ISSUE IN D2 BUT DIDN’T MAKE A COMPLAINT TO PROVIDER ABOUT THE MAIN FAULT/ISSUE OR MAKE A COMPLAINT TO PROVIDER ABOUT ANYTHING ELSE)**

**D7c**. Did your business do any of the following as a result of your [**insert issue or fault ONLY ONE RESPONSE AT D2 OR CODES 1-7 AT D3**]? Did you… **[READ OUT] (MR)**

**D7d.** **IF MORE THAN ONE MENTIONED AT D7c (more than one code 1-4)**: Who did you contact first? **[PROGRAM TO SHOW CODES SELECTED AT D7c] (SR)**

|  |  |  |
| --- | --- | --- |
|  | **D7c**  **All contact (MR)** | **D7d**  **First contact (SR)** |
| Contact NBN Co | 1 | 1 |
| Contact your service provider | 2 | 2 |
| **ONLY SHOW CODE 2 IF CODES 1-3 AT A5** (IE 20 EMPLOYEES OR LESS)  Contact the Telecommunications Industry Ombudsman (TIO) | 3 | 3 |
| Or did you contact someone else? Who did you contact (please specify) | 4 | 4 |
| Contacted someone, but can’t recall who | 99 | 99 |
| NONE OF THE ABOVE **[DO NOT READ]** | 5 | 5 |

**D7e**. (IF CONTACTED ANYONE AT D7c (if any codes 1-4): Did you also…

(IF NOT CONTACTED ANYONE AT D7c (NOT any codes 1-4): Did you …

[**READ OUT] (MR)**

1. Change providers
2. Change plans
3. Do something else (SPECIFY)
4. Did nothing
5. DON’T KNOW/CAN’T SAY [**DON’T READ]**

**ASK IF CONTACTED ANYONE FROM CODES 1-4 AT D7c**

**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**

**INTERVIEWER NOTE IF CODE 8 (DON’T KNOW): CHECK THAT IS RESOLVED BUT THEY ARE JUST NOT SURE HOW LONG**

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 Z1**
8. Is resolved but I don’t recall how long it took **[DO NOT READ] – GO TO D10**

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

**ASK ONLY IF D9=1-6 OR D9=8**

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Very satisfied** | **Satisfied** | **Neither agree nor disagree** | **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 TIO | 1 | 2 | 3 | 4 | 5 | 99 |
| D | **[ASK IF CODE 4 AT D7C]** [SHOW OTHER SPECIFY RESPONSE AT D7C] | 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. TOOK UP TOO MUCH TIME AWAY FROM RUNNING THE BUSINESS
5. POOR COMMUNICATION/LACK OF COMMUNICATION ABOUT PROBLEM RESOLUTION
6. RECURRING PROBLEM/ONGOING PROBLEM
7. CALL CENTRE LANGUAGE ISSUES
8. NOBODY WOULD TAKE RESPONSIBILITY FOR FIXING MY PROBLEM
9. UNCERTAINTY ABOUT COSTS
10. THE ACTUAL COST INCURRED TO FIX THE PROBLEM
11. CAUSED A SIGNIFICANT INTERRUPTION TO OPERATING THE BUSINESS
12. MY SERVICES WORKED DIFFERENTLY AND COULDN’T BE FIXED
13. OTHER (PLEASE SPECIFY)
14. DON’T KNOW/CAN’T SAY

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

**ASK IF CODE D5 =1 OR 2 OR 3. ALSO ASK IF D6=1**

**D15.** And how many times in total have you, or somebody on behalf of your business, 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 D5 =1 THOSE GO TO D17**

**ASK IF CODE D5 = 2 OR 3. ALSO ASK IF D6=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 TYPICAL BUSINESS HOURS
2. BILLING ISSUE
3. FAULT OR TECHNICAL ISSUE – DROP OUTS
4. FAULT OR TECHNICAL ISSUE – SERVICE OUTAGES
5. FAULT OR TECHNICAL ISSUE – INTERRUPTIONS AND BUFFERING
6. FAULT OR TECHNICAL ISSUE – POOR VOICE QUALITY
7. FAULT OR TECHNICAL ISSUE - SPECIFY
8. MISLED BEFORE SIGNING UP
9. SERVICE DISCONNECTED OR SUSPENDED
10. TRANSFERRED TOO MANY TIMES/HAD TO TALK TO TOO MANY PEOPLE
11. TOOK TOO LONG TO RESOLVE
12. DIDN’T DO WHAT THEY SAID THEY’D DO / DIDN’T FIX THE PROBLEM
13. POOR CUSTOMER SERVICE
14. RECURRING PROBLEM
15. LOST PHONE NUMBER OF BUSINESS
16. COMPENSATION CLAIM FOR LOST BUSINESS
17. OTHER (PLEASE SPECIFY)

**ASK ALL BUSINESSES THAT MADE A COMPLAINT – I.E. IF CODE 1 OR 2 OR 3 AT D5 OR CODE 1 AT D6**

**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 D5 OR CODE 1 AT D6**

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

* + - 1. Yes
      2. No
      3. DON’T KNOW/CAN’T SAY

**ASK ONLY IF D17=1-6 OR D17=8**

**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. COMPENSATION FOR INTERRUPTION TO BUSINESS WAS NOT ADEQUATE
5. TOOK TOO MUCH TIME AWAY FROM RUNNING THE BUSINESS
6. POOR COMMUNICATION/LACK OF COMMUNICATION ABOUT PROBLEM RESOLUTION
7. RECURRING PROBLEM/ONGOING PROBLEM
8. CALL CENTRE LANGUAGE ISSUES
9. NOBODY WOULD TAKE RESPONSIBILITY FOR FIXING MY PROBLEM
10. OTHER (PLEASE SPECIFY)
11. DON’T KNOW/CAN’T SAY

**DEMOGRAPHICS**

To finish off, a few questions about you and your business to ensure we survey a good cross section of people and businesses.

**IF NECESSARY**: *Your answers will remain completely confidential*.

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

1. MALE
2. FEMALE

**ASK ALL**

**Z2a.** 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**

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

**Z2b.** Which of these age groups do you fall into ? Would that be…? **READ OUT**)

1. Under 18 years – CONFIRM. IF UNDER 18, TERMINATE
2. 18-39 years
3. 40-59 years
4. 60+ years
5. REFUSED **DON’T READ**
6. DON’T KNOW **DON’T READ**

**ASK ALL**

**Z3.**

Would your **business’s** approximate turnover last financial year be…

IF NECESSARY: For the 2016/17 financial year, just an approximation is fine.

IF NECESSARY: That is in the 12 months to 30th June 2017.

**READ OUT** **IF NECESSARY** **(SR)**

1. Less than five hundred thousand dollars (<$500K)
2. Five hundred thousand to less than two million dollars ($500K - <$2M)
3. Two to less than three million dollars ($2M - <$3M)
4. Three to less than ten million dollars ($3M - <$10M)
5. Ten million dollars or more ($10M +)
6. Refused/prefer not to say **[DO NOT READ]**
7. Don’t know **[DO NOT READ]**

**FINAL CLOSE/TERMINATION**