

Business survey questionnaire

Telco consumer experience research: Phone and internet services

Table 1: Questionnaire summary and numbering

Section	Question	Description
INTRODUCTION		Introduction, safe to take call, decision maker for business telco services, monitoring and recording
SCREENING AND DEMOGRAPHICS	BSS1	Business type (not-for-profit, profit, government)
	BSS1a	If business is an incorporated Pty Ltd company
	BSS2	Total locations in Australia
	BSS2a	Total locations in Australia
	BSS3a	Number of employees
	BSS4	Check industry activity matches sample list
	BSS4a	Industry activity (if doesn't matches sample list)
BUSINESS SERVICES	BS1	Types of telco services used
	BS3	If more than one provider of business telco services
	BS4	Type of fixed internet connection
	BS4a	If business phone on NBN
	BS5	Type of NBN connection
SERVICE USAGE	BU1	Business technologies or services used
	BU2a-d	Type of telco plan (business and/or residential plan/s)
	BU3	Importance of telco service experience factors
EXPERIENCE	BX1	Experience with plan and telco
ISSUES AND FAULTS	BI1	Issues or faults with business telco services
	BI1a	Which services had any faults or issues
	BI2a-d	Types of faults (by relevant service)
	BI3	Issue or fault that is the biggest problem
	BI3a	Service for biggest problem
	BI3b	Number of outages in past 6 months (if biggest problem)
	BI3d	Number of dropouts in past 6 months (if biggest problem)
	BI3e	Number of interruptions or buffering in past 6 months (if biggest problem)
	BI3f	Number of times experienced poor voice quality in past 6 months (if biggest problem))
	BI4	Action taken for most recent issue or fault
CONTACT OVERVIEW	BO1	Any contact with telco L6M
	BO2	Reasons for contact with telco L6M (compliant, enquiry, both)
COMPLAINTS	BC1	Which service for most recent complaint

Section	Question	Description
	BC2	Reason for most recent complaint
	BC3	Channel used to make most recent complaint
	BC4	How long to resolve most recent complaint
	BC5	If not resolved, when complaint first made
	BC6	Satisfaction with resolved complaints
	BC7	Reasons for dissatisfaction with complaint resolution
	BC8	Compensation offered
CONTACT FOR ENQUIRIES	BN1	Which service/s for most recent contact (not complaint)
	BN2	Reason for most recent contact
	BN3	Channel used to make contact
	BN4	Satisfaction with contact
	BN5	Reasons for dissatisfaction with contact
IMPACT OF SERVICE LOSS	BL1a	Impact of business phone outage on business
	BL1b	Use of interim/alternative service during outage of business phone
	BL2a	Impact of business internet outage on business
	BL2b	Use of interim/alternative service during outage of business internet
	BL3a	Impact of business mobile phone outage on business
	BL3b	Use of interim/alternative service during outage of business mobile phones
	BL4a	Impact of mobile broadband outage on business
	BL4b	Use of interim/alternative service during outage of mobile broadband
SATISFACTION	BF1	Satisfaction with services
MANAGING DATA, SECURITY AND TELCO SERVICES	BP1	Statements relating to data security and privacy
	BP2	Considering adoption of 5G
	BP2b	Adoption of 5G – seriously considering or just possibility
ADDITIONAL DEMOGRAPHICS	BD5	Location (area)
	BD13	Business turnover (\$)
THANK AND CLOSE		Thank and close

Table 2: Notes for reading this questionnaire

Item	How to interpret
GREEN CAPS	INTERVIEWER INSTRUCTIONS
BLUE CAPS	RESPONSE TYPE / PROGRAMMING INSTRUCTIONS
SR	Single response
MR	Multiple response

INTRODUCTION

Good morning/afternoon/evening, my name is **[INTERVIEWER NAME]** from ENGINE, one of Australia's leading providers of social and market research.

INTERVIEWER IF NECESSARY: We're not selling anything.

We are carrying out a national study on behalf of the Federal Government telecommunications regulator, ACMA (**INTERVIEWER, IF NECESSARY:** the Australian Communications and Media Authority). They ensure businesses are protected. Surveys like this provide important information to inform government policy about business telco services.

We need to speak with the person who has responsibility or shared responsibility for managing your businesses' phone and internet services. Would that be you?

IF NOT: Could I speak with that person please

It will take approximately **15 minutes** to complete, depending on your answers. Any information you provide will be anonymous, all results will be combined and are used to ensure consumers and businesses are protected and to improve their dealings with their telco.

(IF ASKED HOW PHONE NUMBER WAS OBTAINED: Your phone number was sourced from Illion formerly known as Dun & Bradstreet.)

SAFE TO TAKE CALL

IF CALLING/DIVERTED TO MOBILE NUMBER:

Is it safe and convenient for you to take this call right now? Are you driving at the moment?

IF NOT SAFE/CONVENIENT NOW:

[IF DRIVING] That's OK, I will call you back another time.

[IF NOT DRIVING] What would be a good time to call you back? What state or territory are you in? Should I call you back on this number? And could I just take your first name?

<RECORD TIME>

<RECORD STATE>

<RECORD NUMBER TO BE CALLED – IF DIFFERENT>

<RECORD RESPONDENT NAME>

SELECT APPROPRIATE MENU CODE TO PROCEED, ALSO RECORD REASON FOR CALL-BACK

SCREENING FOR PERSON RESPONSIBLE FOR TELCO SERVICES

BSC1. As mentioned, for this survey, we need to speak with the person who has responsibility or shared responsibility for managing your businesses’ phone and internet services. Just to confirm is that you?

IF ‘YES – DECISION MAKER’: Is now a good time? / Could you help us out now? **IF ‘YES’ PROCEED, OTHERWISE ARRANGE CALL-BACK.**

IF ‘NO – NOT DECISION MAKER’ & LANDLINE: Could I please speak to the main or joint decision maker for your business’ phone and internet services?

IF ‘NO – NOT DECISION MAKER’ & MOBILE: Could I please have the name and contact number of the main or joint decision maker for your business’ phone and internet services?

RE-INTRODUCE AS NECESSARY WHEN SPEAKING TO DECISION-MAKER.

SR

Yes – speaking to decision maker in the business	1	CONTINUE
No – not speaking to decision maker in the business	2	ASK TO SPEAK TO DECISION MAKER
Refused	98	THANK & CLOSE
Don’t know/Can’t Say	99	THANK & CLOSE

MONITORING & RECORDING

Before we start, I need to let you know that this call is being recorded for quality control and training purposes, and that my supervisor may listen in to check my work. Is that okay with you?

(IF REQUIRED: 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.)

Yes – INTERVIEWER: I’m now recording as you agreed	1
No – INTERVIEWER: OK, I understand	2

SCREENING AND DEMOGRAPHICS (SS)

ALL

I just need to ask a couple of questions to make sure we get a good cross-section of businesses and to help us identify whether your business is in scope for the survey.

ASK ALL

BSS1. Which one of the following categories best describes your organisation? Self-employed sole proprietor of a business with no employees, a private business operating for profit, a not for profit institution, or a government agency or department?

READ OUT

SR

Self-employed sole proprietor of a business with no employees	1	CONTINUE
Private business, operating FOR profit	2	CONTINUE
Not for profit institution	3	THANK & CLOSE
Government agency or department	4	THANK & CLOSE
None of the above – private/residential number (DO NOT READ OUT)	97	THANK & CLOSE
Refused (DO NOT READ OUT)	98	THANK & CLOSE
Don't know / can't say (DO NOT READ OUT)	99	THANK & CLOSE

ASK ALL SELF-EMPLOYED SOLE PROPRIETOR WITH NO EMPLOYEES (CODE 1) AT BSS1

BSS1a. Is your business an incorporated Pty. Ltd company?

SR

Yes	1
No	2
Refused	98
Don't know/Can't say	99

ASK ALL

BSS2. How many locations or sites does the business operate from within Australia?

INTERVIEWER: PROMPT RESPONDENT FOR THEIR BEST ESTIMATE IF THEY ARE UNSURE.

SR

RECORD EXACT NUMBER [ALLOWABLE RANGE 1-100]: _____	1	
Refused (DO NOT READ OUT)	98	CONTINUE
Don't know / can't say (DO NOT READ OUT)	99	CONTINUE

ASK IF REFUSED OR DON'T KNOW AT BSS2 (CODES 98 OR 99)**BSS2a.** Would it be....

READ OUT

INTERVIEWER: PROMPT RESPONDENT FOR THEIR BEST ESTIMATE IF THEY ARE UNSURE.

SR

1	1
2 – 5	2
6 –10	3
More than 10	4
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF PRIVATE BUSINESS OPERATING FOR PROFIT (CODE 2) AT BSS1

BSS3a. In total, including yourself, how many employees work at your company? <<For the whole company in Australia, not just this location – IF MORE THAN ONE LOCATION/REFUSED/DON'T KNOW AT BSS2a/b>>. Please include all full-time, part-time and casuals. So, would it be.....

READ OUT

INTERVIEWER: PROMPT RESPONDENT FOR THEIR BEST ESTIMATE IF THEY ARE UNSURE.

SR

0 paid employees (DO NOT READ OUT)	0	CONTINUE
1 employee (DO NOT READ OUT)	1	CONTINUE
2-4	2	CONTINUE
5-19	3	CONTINUE
20-199	4	CONTINUE
200 or more employees	5	THANK & CLOSE
Refused (DO NOT READ OUT)	98	THANK & CLOSE
Don't know/can't say (DO NOT READ OUT)	99	THANK & CLOSE

ASK ALL

BSS4. Does the business mainly operate in the [INSERT THE ANZSIC CLASS (4-DIGIT) INFORMATION FROM THE SAMPLE FRAME] industry?

SR

Yes	1	GO TO BS1
No	2	CONTINUE
Refused	98	CONTINUE
Don't know/Can't say	99	CONTINUE

ASK IF NO (2) OR REFUSED (98) OR DON'T KNOW/CAN'T SAY (99) AT BS4:

BSS4a. Please describe the main activity of the business.

IF NECESSARY: The activity from which the business derives its main income?

NOTE FOR INTERVIEWERS:

- DESCRIBE AS FULLY AS POSSIBLE
- FULL PROBE: MANUFACTURING, PROCESSING, DISTRIBUTING, ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL, ETC.
- FOR EXAMPLE, WHEAT AND SHEEP, BUS CHARTER HEALTH INSURANCE, PRIMARY SCHOOL EDUCATION, CIVIL ENGINEERING CONSULTANCY SERVICES, HOUSE BUILDING, STEEL PIPES.

OPEN TEXT RESPONSE: ALLOW A MAXIMUM OF 280 CHARACTERS; RESPONSE TO BE CODED TO ANZSIC CLASS (4-DIGIT)

OPEN VERBATIM RESPONSE _____	1	CONTINUE
Refused	98	THANK & CLOSE
Don't know/Can't say	99	THANK & CLOSE

PROGRAMMER: CAP TO BE IMPOSED ON "SELF-EMPLOYED/SOLE PROPRIETOR WITH NO EMPLOYEES" (BSS1 CODE 1).

IF CAP REACHED AND RESPONDENT CODE 1 AT BSS1: Sorry, for this survey we are looking to speak with certain industries and sizes.

THEN GO TO "THANK & CLOSE" STATEMENT (DOES NOT COUNT TOWARDS COMPLETES).

ALL OTHER CONTINUE TO BS1.

BUSINESS SERVICES (S)

ASK ALL

I would now like you to think about the phone and internet services for your business <<**across all locations** – IF MORE THAN ONE LOCATION OR REFUSED AT BSS2a/b>> in Australia.

BS1. Which of the following services has your business connected to?

READ OUT

SR PER SERVICE TYPE

		Yes	No	Refused (DO NOT READ)	Don't Know/Can't say (DO NOT READ)
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 a 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 a fixed internet service)	1	2	98	99
B	An internet connection (e.g. fixed line or NBN) not including mobile broadband	1	2	98	99
C	Mobile phones used for business purposes and paid for by the business (exclude mobile phones owned by employees)	1	2	98	99
D	Mobile broadband (using data-only SIM card, dongle, or other connections like a data card, USB modem, portable Wi-Fi modem). IF NECESSARY: Broadband that is not connected to a socket or copper line, it can work anywhere (unlikely fixed wireless), you can take the modem to a new location and simply continue to use.	1	2	98	99

IF NO SERVICES CONNECTED AT BS1 – THANKS & CLOSE.

ASK IF MORE THAN ONE SERVICE (EXCLUDING MOBILE PHONES) AT BS1

BS3. And, not including mobile phones, are the telco services your business has connected, all currently provided by the same telco?

Yes - All services from one telco	1
No - More than one telco	2
Refused	98
Don't know	99

ASK ALL WITH FIXED INTERNET AT BS1B (CODE 1)

BS4. Which type of FIXED internet does your business have <<we don't mean your mobile broadband – IF MOBILE BROADBAND AT BS1D = CODE 1>>?

INTERVIEWER: IF MORE THAN ONE BECAUSE MIGRATING TO NBN TAKE THE OUTGOING SERVICE

INTERVIEWER: OTHERWISE IF MORE THAN ONE TAKE WHAT THEY CONSIDER THE MAIN SERVICE

INTERVIEWER: SOME PROVIDERS CAN DELIVER BOTH NBN AND NON-NBN HIGH SPEED BROADBAND (THESE ARE TPG, TELSTRA, OPTUS, iiNET, UNITI AND VOCUS). IF RESPONDENT SAYS THEY ARE WITH ONE OF THESE PROBE WHETHER THEY ARE ON THE NBN OR NOT.

IF DON'T KNOW, PROBE

SR – IF ONLY 1 SITE AT BSS2a/b

MR - IF > 1 SITE OR REFUSED/DON'T KNOW AT BSS2a/b

Dial-up or ISDN	1
ADSL, ADSL+, ADSL2	2
Fixed wireless broadband (not NBN)	4
Satellite (not NBN)	5
NBN (IF NECESSARY: such as Fibre to the node (FTTN), HFC, fibre to-the premises (FTTP), fibre-to-the-building (FTTB), fibre-to-the-curb (FTTC), NBN fixed wireless and NBN satellite)	6
<u>Non-NBN</u> highspeed broadband (IF NECESSARY: such as FTTP, FTTN from providers such as iiNet, Transact or Omnicomnect, or FTTB such as from TPG, or Fibre such as from Vocus, fixed wireless such as from Spirit Telcom or Lightning Broadband, wireless from Uniti, Cable Ultra broadband such as from iiNet or HFC cable such as from Telstra or Optus)	7
Cable	3
Refused	98
Don't know	99

ASK IF PHONE (CODE 1 AT BS1A)

BS4a. Is your business phone service connected to the NBN (national broadband network) <<at any of your locations - IF > 1 SITE OR REFUSED/DON'T KNOW AT BSS2a/b>>?

Yes	1
No	2
Refused	98
Don't know	99

ASK IF INTERNET CONNECTED – OR PHONE CONNECTED – TO THE NBN (CODE 6 AT BS4 OR CODE 1 AT BS4a)

BS5. And which type of NBN connection does your business have?

READ OUT BOLD TEXT ONLY.

INTERVIEWER: IF ASKED, PROVIDE DETAILED DESCRIPTION OF TECH TYPES

SR – IF ONLY 1 SITE AT BSS2a/b

MR - IF > 1 SITE OR REFUSED/DON'T KNOW AT BSS2a/b

Hybrid fibre coaxial or HFC (The existing 'pay TV' or cable network is used to connect your premises to the nearest available fibre node)	1
Fibre to the premises or FTTP (fibre optic cable connected to your premises, technician will have installed two NBN boxes, one outside, and one on the same wall inside, if a second box inside for battery backup – definitely FTTP)	2
Fibre to the node or building or FTTN or FTTB (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; 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)	3
Fibre to the curb or FTTC (fibre is near your premises, from here the existing copper network connects you to the NBN. FTTC customers have a connection box inside their business or premises that powers your FTTC service.)	4
Fixed wireless (NBN transmission tower transmits to an antenna on your roof)	5
Satellite (SkyMuster) (a satellite dish at your premises)	6
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

SECTION 1 – SERVICE USAGE (U)

ASK ALL

BU1. Does your business use any of the following technologies or services?

READ OUT

MR

A monitored security alarm or fire alarm	1
Cash register connected to web (e.g. inventory system)	2
Merchant services (payment via debit or credit card with EFTPOS or other payment terminals) connected to fixed line [ASK ONLY IF BUSINESS HAS FIXED LINE SERVICES AT BS1A OR BS1B]	3
Mobile payment terminals (e.g. Square or stripe)	4
Online shopping or payments at company's website	5
Online booking or enquiries at company's website	6
Third party apps or websites	7
In-house call centre	8
Online video conferencing	9
Cloud computing (using remote servers accessed via the internet to store, manage and process data)	10
Online banking	11
Online or email marketing, social media activity	12
An intermediary who manages your business telco services and deals with your telco directly on behalf of your business (e.g. Telcoforbusiness™)	13
None (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL WITH BUSINESS PHONE SERVICE at BS1A

BU2a. What kind of plan does your business use for **its landline phone or VOIP services**? Is it a business plan or a residential plan?

ASK ALL WITH BUSINESS FIXED INTERNET SERVICE at BS1B

BU2b. What kind of plan does your business use for its **fixed internet services**? Is it a business plan or a residential plan?

ASK ALL WITH BUSINESS MOBILE PHONE SERVICE at BS1C

BU2c. What kind of plan does your business use for its **mobile phone services**? Is it a business plan or a residential plan?

ASK ALL WITH BUSINESS MOBILE BROADBAND SERVICE at BS1D

BU2d. What kind of plan does your business use for its **mobile broadband services**? Is it a business plan or a residential plan?

SR – IF ONLY 1 SITE AT BSS2a/b

MR – IF > 1 SITE OR REFUSED/DON'T KNOW AT BSS2a/b

	Landline /VOIP phone	Fixed Internet	Business mobile phones	Mobile broadband
A business plan	1	1	1	1
A residential plan	2	2	2	2
Other (specify) (DO NOT READ OUT)	96	96	96	96
None (DO NOT READ OUT)	97	97	97	97
Refused (DO NOT READ OUT)	98	98	98	98
Don't know (DO NOT READ OUT)	99	99	99	99

ASK ALL

BU3. I'm now going to read some factors that might affect your business's experience with your business's telco services, such as the << **landline/VOIP phones** – IF BS1A CODE 1>>, <<**fixed internet** – IF BS1B CODE 1>>, << **mobile phones** – IF BS1C CODE 1>> <<**mobile broadband** – IF BS1D CODE 1>> services. For each one could you please tell me whether it is Extremely important, Very important, Moderately important, Slightly important or not important at all to your business.

So, firstly how important or not is <<INSERT FACTOR>> to your business? Would you say....

READ OUT EACH FACTOR. REPEAT SCALE AS NECESSARY.

SR FOR EACH FACTOR. RANDOMISE ORDER

		Extremely Important	Very Important	Moderately Important	Slightly important	Not Important at all	Refused (DO NOT READ OUT)	Don't Know/ Can't say (DO NOT READ OUT)
A	Good customer service	1	2	3	4	5	98	99
B	Not being locked into contract/s	1	2	3	4	5	98	99
C	Price of services	1	2	3	4	5	98	99
D	Faults and issues being fixed	1	2	3	4	5	98	99
E	Reliability of services	1	2	3	4	5	98	99
F	Getting the services you pay for	1	2	3	4	5	98	99
G	Having a designated account manager	1	2	3	4	5	98	99

H	Business-specific support, such as a service level agreement to address faults in agreed time, assistance with cyber security issues or ecommerce, a dedicated account manager.	1	2	3	4	5	98	99
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SECTION 2 – EXPERIENCE (X)

ASK ALL

BX1. I am now going to read some statements related to all your business’s telco plans or services such as the << **landline/VOIP phones – IF BS1A CODE 1>>, <<fixed internet – IF BS1B CODE 1>>, << mobile phones – IF BS1C CODE 1>> <<mobile broadband – IF BS1D CODE 1>> services. For each one, can you please tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.**

So firstly, <<INSERT STATEMENT>>. Would your business.....

READ OUT SCALE. SR

REPEAT FOR EACH STATEMENT. REPEAT SCALE AS NECESSARY.

RANDOMISE STATEMENTS

	1 Strongly agree	2 Agree	3 Neither	4 Disagree	5 Strongly disagree	98 Refused (DO NOT READ)	99 Don't know (DO NOT READ)
You know your business has the right telco plan to meet your needs	1	2	3	4	5	98	99
Telcos understand the needs of small and medium sized businesses	1	2	3	4	5	98	99
Telcos act quickly when issues arise	1	2	3	4	5	98	99
Your day-to-day business operations have been negatively affected by the <u>delivery</u> of your telco services	1	2	3	4	5	98	98
Your business is actively considering switching telcos in the next 12 months.	1	2	3	4	5	98	98

SECTION 3 - ISSUES AND FAULTS (I)

ASK ALL

BI1. In the last six months, has your business experienced **any** issues or faults with your business telco services? It doesn't matter if your business did not contact anybody about it, only that they happened.

DO NOT READ OUT

SR

Yes	1	CONTINUE
No	2	GO TO CONTACT OVERVIEW (BO1)
Refused	98	GO TO CONTACT OVERVIEW (BO1)
Don't know	99	GO TO CONTACT OVERVIEW (BO1)

ASK IF MORE THAN ONE SERVICE AT BS1

BI1a. For which particular telco services did your business experience any issues or faults in that time?

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN.

MR

Business landline/VOIP phone – IF BS1A CODE 1	1
Business internet – IF BS1B CODE 1	2
Business mobile phones – IF BS1C CODE 1	3
Business mobile broadband – IF BS1D CODE 1	4
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK IF ISSUES OR FAULTS FOR BUSINESS LANDLINE/VOIP PHONE (CODE 1 AT BI1a)

BI2a. What issues or faults has your business experienced with your **business landline/VOIP phone** in the last 6 months? Which others? Any others?

DO NOT READ. MR

ASK IF ISSUES OR FAULTS FOR BUSINESS FIXED INTERNET (CODE 2 AT BI1a)

BI2b. What issues or faults has your business experienced with your **business fixed internet** in the last 6 months? Which others? Any others?

DO NOT READ. MR

ASK IF ISSUES OR FAULTS FOR BUSINESS MOBILE PHONES (CODE 3 AT BI1a)

BI2c. What issues or faults has your business experienced with your **business mobile phones** in the last 6 months? Which others? Any others?

DO NOT READ. MR

ASK IF ISSUES OR FAULTS FOR MOBILE BROADBAND (CODE 4 AT BI1a)

BI2d. What issues or faults has your business experienced with your **business mobile broadband** in the last six months? Which others? Any others?

DO NOT READ. MR

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE FOR A SHORT PERIOD OF TIME, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/OUTAGE – PROBE IF PLANNED OR UNPLANNED.

	LANDLINE/VOIP PHONE	FIXED INTERNET	MOBILE PHONES	MOBILE BROADBAND
Installation / set-up				
Activating your service for the first time	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30
Setting up business phone and/or internet service (including moving location/address)	31	31	31	31
New handset or equipment	15	15	15	15
Appointments				
Technician didn't turn up within time window	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32
Delays in connection of NBN service	13	13	13	13
Information / account or billing enquiry				
General enquiry about your account, other than billing	6	6	6	6
Billing enquiry / billing issue	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5
Amending contact details like changing address or providing a phone number or email	11	11	11	11
Recharging issue	9	9	9	9
Change, renew or buy a new plan	10	10	10	10
Cancellation / to switch to another provider	12	12	12	12
Other				
International calls	17	17	17	17
Poor voice quality	33		33	
Fault or technical issue with business phone	22			
Fault or technical issue with internet		23	23	23
Fault or technical issue with NBN equipment	24	24		
Fault or technical issue with mobile broadband equipment			35	35
Fault or technical issue	18	18	18	18
Slow internet/data speeds in the evening		25	25	25
Slow internet/data speeds in general		19	19	19

Interruptions and buffering		20	20	20
Drop-outs	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27
Loss of service, Planned outages	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34
Coverage	41	41	41	41
Handset or software issues	42	42	42	42
Transfer of existing phone number	14	14	14	14
Unhappy with customer service	29	29	29	29
Other (specify)	96	96	96	96
Refused	98	98	98	98
Don't know \ can't say	99	99	99	99

ASK IF >1 ISSUE OR FAULT MENTIONED AT BI2a-d

BI3. And which one of those issues or faults has been the **biggest** problem for your business in the last six months?

DO NOT READ UNLESS REQUESTED

PROGRAMMER: INSERT ALL FAULTS SELECTED AT BI2a-d

PROGRAMMER IF ONLY 1 FAULT/ISSUE MENTIONED AT BI2a-d, THEN AUTOCODE THAT ANSWER HERE. LIKEWISE IF SAME SINGLE ISSUE MENTIONED FOR ALL SERVICES, THEN ALSO AUTOCODE HERE.

SR

ASK IF ISSUES OR FAULTS SELECTED AT BI3 MENTIONED FOR MULTIPLE SERVICES AT BI2a-d, ASK:

BI3a. For which particular telco services did that relate to?

PROGRAMMER ONLY SERVICES MENTIONED AT BI1a TO APPEAR ON SCREEN.

SR

Business landline/VOIP phone - IF BI1a CODE 1	1
Business internet – IF BI1a CODE 2	2
Business mobile phones – IF BI1a CODE 3	3
Business mobile broadband - IF BI1a CODE 4	4
Both Business landline/VOIP phone AND Business internet – IF BI1a CODE 1 AND 2	5
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK IF LOSS OF SERVICE/OUTAGE (CODES 27, 28 OR 34 AT BI3)

BI3b. How many times has your business experienced loss of service or outages with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE ASK FOR BEST GUESS.

SR

RECORD NUMBER ____	1
Refused	98
Don't know	99

ASK IF DROPOUT (CODE 26 AT BI3)

BI3d. How many times has your business experienced dropouts with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE PROBE FOR HOW MANY TIMES ON AVERAGE PER DAY, PER WEEK OR PER MONTH, WHICHEVER IS EASIEST FOR RESPONDENT TO ANSWER.

SR

RECORD NUMBER ____	1
RECORD AVERAGE NUMBER PER DAY ____	2
RECORD AVERAGE NUMBER PER WEEK ____	3
RECORD AVERAGE NUMBER PER MONTH ____	4
Refused	98
Don't know	99

ASK IF INTERRUPTIONS/BUFFERING (CODE 20 AT BI3)

BI3e. How many times has your business experienced interruptions or buffering with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE PROBE FOR HOW MANY TIMES ON AVERAGE PER DAY, PER WEEK OR PER MONTH, WHICHEVER IS EASIEST FOR RESPONDENT TO ANSWER.

SR

RECORD NUMBER ____	1
RECORD AVERAGE NUMBER PER DAY ____	2
RECORD AVERAGE NUMBER PER WEEK ____	3
RECORD AVERAGE NUMBER PER MONTH ____	4
Refused	98
Don't know	99

ASK IF POOR VOICE QUALITY (CODE 33 AT BI3)

BI3f. How many times has your business experienced poor voice quality with that service in the last 6 months?

INTERVIEWER: IF RESPONDENT UNSURE PROBE FOR HOW MANY TIMES ON AVERAGE PER DAY, PER WEEK OR PER MONTH, WHICHEVER IS EASIEST FOR RESPONDENT TO ANSWER.

SR

RECORD NUMBER ____	1
RECORD AVERAGE NUMBER PER DAY ____	2
RECORD AVERAGE NUMBER PER WEEK ____	3
RECORD AVERAGE NUMBER PER MONTH ____	4
Refused	98
Don't know	99

ASK ALL WITH ISSUES OR FAULTS AT BI1

BI4. What, if anything, did you or someone on behalf of your business do about the issue or fault on the last occasion?

DO NOT READ.

INTERVIEWER: IF RESPONDENT SAYS THEY CONTACTED THEIR TELCO, ASK IF THEY DID ANYTHING BEFORE THAT.

MR

Complained to/contacted your telco	1
Switched the phone or modem on/off	2
Went to the telco website for information	3
Searched for information online	4
Went to your local store for assistance	7
Bought in third party technician/support	30
Internal staff attempted to address	31
Resolved using internal/staff resources	32
Switch providers	8
Used another service	9
Other (specify)	96
Nothing	97
Refused	98
Don't know	99

SECTION 4 – CONTACT OVERVIEW (O)

ASK ALL

BO1. In the last 6 months did you or someone on behalf of your business, contact your current telco about any of your business’s telco services in Australia? This contact could have been in any form such as by phone, online, in-person etc but doesn’t include bill paying.

PROGRAMMER: IF COMPLAINED/CONTACTED CODE 1 AT BI4, DO NOT ASK BUT AUTOCODE AS “YES” BELOW.

DO NOT READ OUT.

SR

Yes	1	CONTINUE
No	2	GO TO SERVICE LOSS
Refused	98	GO TO SERVICE LOSS
Don’t know	99	GO TO SERVICE LOSS

ASK ALL WHO HAVE CONTACTED THEIR TELCO (CODE 1 AT BO1)

BO2. And for which of the following has your business contacted your telco in the last 6 months?

READ OUT.

SR

To make a complaint. That is, an expression of dissatisfaction made to a service provider in relation to your business telco services or their complaints handling process, <u>where you expect a response or resolution.</u>	1
For another reason, not a complaint	2
Both complaint and other reason	3
Refused (DO NOT READ OUT)	98
Don’t know (DO NOT READ OUT)	99

SECTION 5 – COMPLAINTS (C)

ASK ALL WHO MADE COMPLAINT TO TELCO (CODES 1 OR 3 AT BO2), OTHERS GO TO CONTACT SECTION (BN1)

You just mentioned that your business or someone on behalf of your business made a complaint to your telco in the last 6 months about your business services.

We'd like to ask you a few questions about **the most recent complaint**.

ASK IF MORE THAN SERVICE AT BS1

BC1. For which particular telco service did your business or someone on behalf of your business most recently make a complaint to your telco? Was it specific to a particular service?

INTERVIEWER: IF YES, PROBE TO BELOW FOR WHICH SERVICE.

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN. IF ONLY ONE SERVICE AT HS1 AUTOCODE HERE.

SR

Yes - Business landline/VOIP phone - IF BS1A CODE 1	1
Yes - Business internet – IF BS1B CODE 1	2
Yes - Business mobile phones – IF BS1C CODE 1	3
Yes - Business mobile broadband - IF BS1D CODE 1	4
Yes - Both Business landline/VOIP phone AND Business internet – IF BS1A <u>AND</u> BS1B CODE 1	5
No – not specific to one service (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL WHO MADE COMPLAINT (CODES 1 OR 3 AT BO2)

BC2. What was your business's most recent complaint about? DO NOT READ BUT CLARIFY BASED ON LIST. COMPLAINT MAY NOT BE RELATED TO REPORTED FAULTS.

IF MORE THAN ONE REASON PROBE FOR MOST IMPORTANT/PRIMARY REASON.

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE **FOR A SHORT PERIOD OF TIME**, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/**OUTAGE** – PROBE IF PLANNED OR UNPLANNED.

SR

	GENERAL	LAND LINE/ VOIP PHONE	FIXED INTERNET	MOBILE PHONES	MOBILE BROADBAND	BOTH. PHONE AND INTERNET
Installation / set-up						
Activating your service for the first time	1	1	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30	30	30
Setting up business phone and/or internet service (including moving location/address)	31	31	31	31	31	31
New handset or equipment	15	15	15	15	15	15
Appointments						
Technician didn't turn up within time window	4	4	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32	32	32
Delays in connection of NBN service	13	13	13	13	13	13
Information / account or billing enquiry						
General enquiry about your account, other than billing	6	6	6	6	6	6
Billing enquiry \ billing issue	7	7	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5	5	5
Amending personal or contact details like changing address or providing a phone number or email	11	11	11	11	11	11
Recharging issue	9	9	9	9	9	9
Change, renew or buy a new plan	10	10	10	10	10	10
Cancellation \ to switch to another provider	12	12	12	12	12	12
Other						
International calls	17	17	17	17	17	17
Poor voice quality	33	33				33
Fault or technical issue with home phone	22	22				22
Fault or technical issue with internet	23		23	23	23	23
Fault or technical issue with NBN equipment	24	24	24			24
Fault or technical issue with mobile broadband equipment	35			35	35	
Fault or technical issue	18	18	18	18	18	18

	GENERAL	LAND LINE/ VOIP PHONE	FIXED INTERNET	MOBILE PHONES	MOBILE BROADBAND	BOTH. PHONE AND INTERNET
Slow internet/data speeds in the evening	25		25	25	25	25
Slow internet/data speeds in general	19		19	19	19	19
Interruptions and buffering	20		20	20	20	20
Drop-outs	26	26	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27	27	27
Loss of service, Planned outages	28	28	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34	34	34
Coverage	41	41	41	41	41	41
Handset or software issues	42	42	42	42	42	42
Transfer of existing phone number	14	14	14	14	14	14
Unhappy with customer service	29	29	29	29	29	29
Other (specify)	96	96	96	96	96	96
Refused	98	98	98	98	98	98
Don't know \ can't say	99	99	99	99	99	99

ASK ALL WHO MADE A COMPLAINT (CODES 1 OR 3 AT BO2)

BC3. How did your business or someone on behalf of your business **first** contact your telco to make your most recent complaint?

DO NOT READ OUT.

INTERVIEWER: IF PHONE MENTIONED. PROBE TO RELEVANT PRECODE.

SR

By phone (general number)	30
By phone to business call centre	31
By phone to account manager, or dedicated contact	32
By text message	2
By mail or post	3
In person in a store	4
Via Email / online form	5
Online chat, web chat	6
Online via social media (e.g. Twitter or Facebook)	7
Other (specify)	96
Refused	98
Don't know / can't say	99

ASK ALL WHO MADE A COMPLAINT (CODES 1 OR 3 AT BO2)

BC4. And how long did it take to resolve this complaint, from the first time your business contacted your telco until the complaint was resolved? Was it resolved...?

READ OUT. STOP READING ONCE RESPONDENT GIVES ANSWER

INTERVIEWER: IF NOT RESOLVED, CHECK IF TELCO IS GOING TO GET BACK TO THE BUSINESS ON THIS. IF YES, LEAVE AS NOT RESOLVED. IF NO, GET RESPONDENT TO THINK ABOUT HOW LONG IT TOOK FROM FIRST TO LAST CONTACT WITH TELCO ON THIS.

SR

On the same day	1	GO TO BC6
Within 2 working days	2	GO TO BC6
Within 3 working days	3	GO TO BC6
Between 4 working days and one week	4	GO TO BC6
Between one week and 3 weeks	5	GO TO BC6
More than 3 weeks	6	GO TO BC6
Or is it is not currently resolved	97	CONTINUE
Refused (DO NOT READ OUT)	98	GO TO BC6
Don't know / can't say (DO NOT READ OUT)	99	GO TO BC6

ASK IF COMPLAINT NOT RESOLVED (CODE 97 AT BC4)**BC5.** When did your business first make this complaint?

READ OUT. STOP READING ONCE RESPONDENT GIVES ANSWER

SR

Today	1
Within the last 2 working days	2
Within the last 3 working days	3
Between 4 working days and one week ago	4
Between one week and three weeks ago	5
More than three weeks to up to a month ago	6
One month to up to three months ago	7
Three months to up to six months ago	8
More than six months ago	9
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF COMPLAINT RESOLVED (CODES 1-6, 98 OR 99 AT BC4)**BC6.** Overall, how satisfied or dissatisfied was your business with how the complaint was handled by the telco? Would you say you were?

READ OUT

SR

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DISSATISFIED/VERY DISSATISFIED (CODES 4-5 AT BC6)**BC7.** Why do you say that? Which other reasons? Any other reasons?

DO NOT READ OUT. MR.

Problem/issue not resolved	1
Too long to fix/take action	2
Too many transfers/waiting on the phone for too long	3
Poor communication/lack of communication about problem resolution	4
Recurring problem/ongoing problem	5
Offshore call centre	6
Nobody would take responsibility for fixing your problem	7

You were told to contact another organisation (e.g. NBN Co)	8
It took multiple calls/contact to get something done	9
Compensation not given	10
Compensation insufficient	11
No apology given	12
Conflicting advice given	13
Other (specify)	96
No reason in particular	97
Refused	98
Don't know / can't say	99

ASK IF COMPLAINT, EXCEPT FOR THOSE ABOUT BILLING (NOT CODES 7, 98 OR 99 AT BC2)

BC8. Did your telco offer your business any compensation of any sort?

PROGRAMMER: IF COMPENSATION NOT GIVEN AT BC7 (CODE10) DO NOT ASK BUT AUTOCODE AS CODE 97 BELOW.

IF YES, PROBE: What did they offer you?

INTERVIEWER: IF MONEY OFF OR DISCOUNT - PROBE IF JUST OFF ONE BILL OR MORE THAN ONE BILL. USUALLY IF COMPENSATION IS A LARGE AMOUNT IT IS LIKELY TO BE ONGOING OFF SEVERAL BILLS.

DO NOT READ OUT. MR.

Money off the next bill	1
Discount or credit for more than one bill	2
Extra data	3
Interim replacement service (e.g. a Dongle, SIM card, mobile phone)	4
Change of plan	5
Other (specify)	96
No compensation offered	97
Refused	98
Don't know / can't say	99

SECTION 6 – CONTACT FOR ENQUIRIES (N)

ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT BO2), OTHERS GO TO SERVICE LOSS SECTION)

Earlier you mentioned that your business or someone on behalf of your business contacted your telco in the last 6 months about your business services, but **not to make a complaint**.

We'd like to ask you a few questions about **the most recent contact** for this purpose.

ASK IF MORE THAN ONE SERVICE AT BS1

BN1. For which particular telco service did you or someone of behalf of your business most recently contact your telco for in that case? Was it specific for a particular service?

INTERVIEWER: IF YES, PROBE TO BELOW FOR WHICH SERVICE.

PROGRAMMER ONLY RELEVANT SERVICES TO APPEAR ON SCREEN. IF ONLY ONE SERVICE AT HS1 AUTOCODE HERE.

SR

Yes - Business landline/VOIP phone - IF BS1A CODE 1	1
Yes - Business internet – IF BS1B CODE 1	2
Yes - Business mobile phones – IF BS1C CODE 1	3
Yes - Business mobile broadband - IF BS1D CODE 1	4
Yes - Both Business landline/VOIP phone AND Business internet – IF BS1A <u>AND</u> BS1B CODE 1	5
No – not specific to one service (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT BO2),

BN2. What did your business most recently contact your telco for in that case?

DO NOT READ BUT CLARIFY BASED ON LIST.

IF MORE THAN ONE REASON PROBE FOR MOST IMPORTANT/PRIMARY REASON.

INTERVIEWER: A DROPOUT IS WHERE YOU LOSE SERVICE FOR A SHORT PERIOD OF TIME, FOR EXAMPLE BETWEEN 30 SECONDS AND FIVE OR TEN MINUTES.

INTERVIEWER: IF LOSS OF SERVICE/**OUTAGE** – PROBE IF PLANNED OR UNPLANNED.

SR

	GENERAL	LAND LINE/ VOIP PHONE	FIXED INTERNET	MOBILE PHONES	MOBILE BROADBAND	BOTH. PHONE AND INTERNET
Installation / set-up						
Activating your service for the first time	1	1	1	1	1	1
Installation of NBN equipment inside or outside	30	30	30	30	30	30
Setting up business phone and/or internet service (including moving location/address)	31	31	31	31	31	31
New handset or equipment	15	15	15	15	15	15
Appointments						
Technician didn't turn up within time window	4	4	4	4	4	4
Make, cancel or reschedule appointments	32	32	32	32	32	32
Delays in connection of NBN service	13	13	13	13	13	13
Information / account or billing enquiry						
General enquiry about your account, other than billing	6	6	6	6	6	6
Billing enquiry \ billing issue	7	7	7	7	7	7
Gathering information on services such as prices and inclusions	5	5	5	5	5	5
Amending personal or contact details like changing address or providing a phone number or email	11	11	11	11	11	11
Recharging issue	9	9	9	9	9	9
Change, renew or buy a new plan	10	10	10	10	10	10
Cancellation \ to switch to another provider	12	12	12	12	12	12
Other						
International calls	17	17	17	17	17	17
Poor voice quality	33	33				33
Fault or technical issue with home phone	22	22				22
Fault or technical issue with internet	23		23	23	23	23
Fault or technical issue with NBN equipment	24	24	24			24
Fault or technical issue with mobile broadband equipment	35			35	35	
Fault or technical issue	18	18	18	18	18	18

	GENERAL	LAND LINE/ VOIP PHONE	FIXED INTERNET	MOBILE PHONES	MOBILE BROADBAND	BOTH. PHONE AND INTERNET
Slow internet/data speeds in the evening	25		25	25	25	25
Slow internet/data speeds in general	19		19	19	19	19
Interruptions and buffering	20		20	20	20	20
Drop-outs	26	26	26	26	26	26
Loss of service, Unplanned outages	27	27	27	27	27	27
Loss of service, Planned outages	28	28	28	28	28	28
Loss of Service, Outages (Not Known if planned or unplanned)	34	34	34	34	34	34
Coverage	41	41	41	41	41	41
Handset or software issues	42	42	42	42	42	42
Transfer of existing phone number	14	14	14	14	14	14
Unhappy with customer service	29	29	29	29	29	29
Other (specify)	96	96	96	96	96	96
Refused	98	98	98	98	98	98
Don't know \ can't say	99	99	99	99	99	99

ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT BO2), BN3. How did your business or someone on behalf of your business **first** contact your telco for this?

DO NOT READ OUT. SR

INTERVIEWER: IF PHONE MENTIONED. PROBE TO RELEVANT PRECODE

By phone (general number)	30
By phone to business call centre	31
By phone to account manager, or dedicated contact	32
By text message	2
By mail or post	3
In person in a store	4
Via email / online form	5
Online chat, web chat	6
Online via social media (e.g. Twitter or Facebook)	7
Other (specify)	96
Refused	98
Don't know / can't say	99

ASK ALL WHO CONTACTED TELCO FOR ENQUIRY (CODES 2 OR 3 AT BO2)

BN4. Overall, how satisfied or dissatisfied was your business with how your telco handled the query? Would you say your business was...

READ OUT

SR

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DISSATISFIED/VERY DISSATISFIED AT BN4 (CODES 4 OR 5)

BN5. Why do you say that? Which other reasons? Any other reasons?

DO NOT READ OUT.

MR.

Problem/issue not resolved	1
Too long to fix/take action	2
Too many transfers/waiting on the phone for too long	3
Poor communication/lack of communication about problem resolution	4
Recurring problem/ongoing problem	5
Offshore call centre	6
Nobody would take responsibility for fixing your problem	7
You were told to contact another organisation (e.g. NBN Co)	8
It took multiple calls/contacts to get something done	9
Compensation not given	10
Compensation insufficient	11
No apology given	12
Conflicting advice given	13
Other (specify)	96
No reason in particular	97
Refused	98
Don't know / can't say	99

SECTION 7 – IMPACT OF SERVICE LOSS (L)

ASK IF DROP-OUTS/LOSS OF SERVICE OR OUTAGES (CODES 26, 27, 28 OR 34 AT BI2, BC2 or BN2)

Earlier you mentioned that you have experienced <<dropouts – IF CODE 26 AT BI2, BC2 OR BN2>> <<outages – IF CODES 27, 28 OR 34 AT >> with your business telco services in the last 6 months.

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS LANDLINE/VOIP PHONE SERVICES (CODES 26, 27, 28 OR 34 AT BI2a, or AT BC1/BC2 or AT BN1/BN2)

BL1a. What impact did being left without your business landline/VOIP phone have on your business? Was there.....

READ OUT

SR

No impact at all	1
Minor impact	2
Moderate impact; or	3
Major impact	4
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS LANDLINE/VOIP PHONE SERVICES (CODES 26, 27, 28 OR 34 AT BI2a, or AT BC1/BC2 or AT BN1/BN2)

BL1b. What did your business do when your business landline/VOIP phone was down?

READ OUT

MR

Your telco provided interim or alternate services (such as mobile phone) and you used them	1
Your telco offered interim or alternate service but you didn't use them	2
You used other services (such as mobile phones) in place of landline	3
Nothing (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS FIXED LINE INTERNET SERVICES (CODES 26, 27, 28 OR 34 AT BI2b, or AT BC1/BC2 or AT BN1/BN2)

BL2a. What impact did being left without your business fixed line internet service have on your business? Was there.....

READ OUT

SR

No impact at all	1
Minor impact	2
Moderate impact; or	3
Major impact	4
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS FIXED LINE INTERNET SERVICES (CODES 26, 27, 28 OR 34 AT BI2b, or AT BC1/BC2 or AT BN1/BN2)

BL2b. What did your business do when your business fixed line internet service was down?

READ OUT

MR

Your telco provided interim or alternate services (such as mobile data) and you used them	1
Your telco offered interim or alternate service but you didn't use them	2
You used other services (such as mobile phones or mobile data) in place of fixed internet	3
Nothing (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS MOBILE PHONE SERVICES (CODES 26, 27, 28 OR 34 AT BI2c, or AT BC1/BC2 or AT BN1/BN2)

BL3a. What impact did being left without your business mobile phone service have on your business? Was there.....

READ OUT

SR

No impact at all	1
Minor impact	2
Moderate impact; or	3
Major impact	4
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS MOBILE PHONE SERVICES (CODES 26, 27, 28 OR 34 AT BI2c, or AT BC1/BC2 or AT BN1/BN2)

BL3b. What did your business do when your business mobile phone service was down?

READ OUT

MR

Your telco provided interim or alternate services (such as mobile phones) and you used them	1
Your telco offered interim or alternate service but you didn't use them	2
You used other services (such as personal mobile phones)	3
Nothing (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS MOBILE BROADBAND SERVICES (CODES 26, 27, 28 OR 34 AT BI2d, or AT BC1/BC2 or AT BN1/BN2)

BL4a. What impact did being left without your business mobile broadband service have on your business? Was there.....

READ OUT

SR

No impact at all	1
Minor impact	2
Moderate impact; or	3
Major impact	4
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

ASK IF DROP-OUTS/LOSS OF SERVICES TO BUSINESS MOBILE BROADBAND SERVICES (CODES 26, 27, 28 OR 34 AT BI2d, or AT BC1/BC2 or AT BN1/BN2)

BL4b. What did your business do when your business mobile broadband service was down?

READ OUT

MR

Your telco provided interim or alternate services and you used them	1
Your telco offered interim or alternate service but you didn't use them	2
You used other services	3
Nothing (DO NOT READ OUT)	97
Refused (DO NOT READ OUT)	98
Don't know / can't say (DO NOT READ OUT)	99

SECTION 8 - SATISFACTION (F)

ASK ALL

BF1. I'd now like you to tell me the extent to which your business is satisfied with each of the following aspects of your business's telco service/s such as the << **landline/VOIP phones** – IF BS1A CODE 1>>, <<**fixed internet** – IF BS1B CODE 1>>, << **mobile phones** – IF BS1C CODE 1>> <<**mobile broadband** – IF BS1D CODE 1>> services. For each aspect I read out, can you please tell me whether your business is very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied.

So firstly, how satisfied is your business with <<INSERT FIRST ATTRIBUTE>>.

Would you say...**READ OUT SCALE. SR**

REPEAT FOR EACH ATTRIBUTE. REPEAT SCALE AS NECESSARY.

	1 Very satisfied	2 Satisfied	3 Neither	4 Dissatisfied	5 Very dissatisfied	97 Not applicable (DO NOT READ OUT)	98 Refused (DO NOT READ OUT)	99 Don't know (DO NOT READ OUT)
Your business phone service overall [IF BUSINESS PHONE AT BS1_A CODE 1]	1	2	3	4	5	97	98	99
The reliability of your business phone service [IF BUSINESS PHONE AT BS1A CODES 1]	1	2	3	4	5	97	98	99
Your business internet service overall [IF FIXED INTERNET AT BS1B CODE 1]	1	2	3	4	5	97	98	99
The reliability of your business internet service [IF FIXED INTERNET AT BS1B CODE 1]	1	2	3	4	5	97	98	99

Your business mobile phones overall [IF MOBILE PHONES AT BS1C CODE 1]	1	2	3	4	5	97	98	99
The reliability of your business mobile phones [IF MOBILE PHONES AT BS1C CODE 1]	1	2	3	4	5	97	98	99
The overall mobile broadband service for your business [IF MOBILE BROADBAND AT BS1D CODE 1]	1	2	3	4	5	97	98	99
The reliability of the mobile broadband service for your business – [IF MOBILE BROADBAND AT BS1D CODE 2]	1	2	3	4	5	97	98	99
The monthly cost of your business telco services	1	2	3	4	5	97	98	99
Customer service from your telco/s overall [ASK ALL]	1	2	3	4	5	97	98	99

SECTION 9 – MANAGING DATA, SECURITY AND TELCO SERVICES (P)

ASK ALL

BP1. I am going to read out some statements relating to your business. For each one, can you please tell me whether your business would strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

So firstly, <<INSERT STATEMENT>>. Would your business....**READ OUT SCALE**
READ OUT EACH STATEMENT. REPEAT SCALE AS NECESSARY.

SR

	1 Strongly agree	2 Agree	3 Neither	4 Disagree	5 Strongly disagree	97 Not applicable (DO NOT READ OUT)	98 Refused (DO NOT READ OUT)	99 Don't know (DO NOT READ OUT)
Your business spends too much time managing your telco services	1	2	3	4	5	97	98	99
Your business is well equipped to manage data privacy for your data, and your customers' data	1	2	3	4	5	97	98	99
Your business is well-equipped to make customer information available to customers when requested [PROGRAMMER: IF PREVIOUS STATEMENT WAS CODE 97, DO NOT ASK BUT AUTOCODE AS 97 HERE TOO]	1	2	3	4	5	97	98	99
Your business is well equipped to managed	1	2	3	4	5	97	98	99

cybersecurity threats and issues								
You are working on, or considering how customers can access your products/services with smart devices (such as speakers like Google Home or Amazon Alexa, or other internet connected devices)	1	2	3	4	5	97	98	99

ASK ALL

BP2. Thinking now about 5G, is your business considering adopting any 5G services?

DO NOT READ OUT.

SR

Yes – already using 5G	1	GO TO DEMOGRAPHICS
Yes – considering it	2	CONTINUE
No	97	GO TO DEMOGRAPHICS
Refused	98	GO TO DEMOGRAPHICS
Don't know	99	GO TO DEMOGRAPHICS

ASK IF CONSIDERING 5G SERVICES AT BP2 (CODE 2)

BP2b. And are you...

READ OUT.

MR. RESPONDENT CAN'T BE CODE 1 AND 2

Seriously thinking of adopting 5G	1
Just a possibility, you're aware of it	2
It depends on coverage	3
It depends on the cost (handset or plans)	4
You're waiting till the technology is more established	5
Other (specify)	96
It depends on evidence about health issues (DO NOT READ OUT)	6
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ADDITIONAL DEMOGRAPHICS (D)

ASK ALL

Finally, some questions to make sure that we have spoken to a good cross-section of businesses.

BD5. In which <<city or region – IF ONLY 1 SITE AT BSS2a/b>> <<cities or regions – IF > 1 SITE OR REFUSED/DON'T KNOW AT BS2a/b>> does your business operate in Australia?

READ OUT.

SR – IF ONLY 1 SITE AT BSS2a/b

MR - IF > 1 SITE OR REFUSED/DON'T KNOW AT BSS2a/b

Sydney	1
NSW not Sydney	2
Melbourne	3
VIC not Melbourne	4
Brisbane	5
Queensland not Brisbane	6
Perth	7
Western Australia not Perth	8
Adelaide	9
South Australia not Adelaide	10
ACT	11
Hobart	12
Tasmania not Hobart	13
Darwin	14
Northern Territory not Darwin	15
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

ASK ALL

BD13. And if you do not mind telling me, what is your business’s approximate turnover in Australia for the last financial year ending 30th June 2019. Please answer in Australian dollars. Would it be...

IF NECESSARY: For the 2018/19 financial year, just an approximation is fine.

IF NECESSARY: That is in the 12 months to 30th June 2019.

INTERVIEWER: PROMPT RESPONDENT FOR THEIR BEST ESTIMATE IF THEY ARE UNSURE.

READ OUT IF NECESSARY.STOP READING ONCE GIVES ANSWER.

SR

Less than five hundred thousand dollars (<\$500K)	1
Five hundred thousand to less than two million dollars (\$500K - <\$2M)	2
Two to less than three million dollars (\$2M - <\$3M)	3
Three to less than ten million dollars (\$3M - <\$10M)	4
Ten million dollars or more (\$10M +)	5
Refused (DO NOT READ OUT)	98
Don't know (DO NOT READ OUT)	99

THANK AND CLOSE

ALL

That was the final question. Thank you very much for your assistance. May I just confirm your name and telephone number? Sometimes my supervisor needs to ring back and check my work. **[CONFIRM DETAILS]**

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IF REQUIRED: If you would like to check any of these details further, I can direct you to the Association of Market and Social Research Organisations' website or if you have any queries you can call ENGINE directly. Would you like either of those contact details?

IF YES, SAY: The website is <http://www.amsro.com.au/directory/>, or if you have any queries you can call ENGINE on (03) 8639 5200.

Thank you very much for your time.