

# 2023 ACMA annual consumer survey – Telco contact, scams and news questionnaire

## GENERAL PROGRAMMING NOTES

- All programmer notes are in UPPERCASE text.
- All question text in **BLUE** is CATI only and in **ORANGE** is web only. Text in **BLACK** is for both.
- 'HOVER' instructions are included as 'INCLUDE AS POP-OUT BOX'

**Table 1: Pop-ups / definitions**

Word/Phrase	Pop-up
Apps	An app is an application or program that you can download on to a mobile phone or other device.
Digital radio (DAB+)	Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.
Mobile broadband	Mobile broadband is a wireless internet connection delivered via a mobile network or cellular towers to computers and other digital devices using portable modems.
Report / flag button or filling in a complaint form	Most websites or apps will provide a means for users to report content that may be in breach of their community standards. Often this can be done directly via a button or menu that you can access when viewing a post or other piece of content.
Scams or financial extortion	Includes schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.
VoIP	VoIP (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

**Table 2: Question overview**

Qtn #	Year added	
		<b>Introduction</b>
A5	2017	Which state or territory do you live in?
A6	2017	What is your current residential postcode?
A7	2017	Do you live within or outside your state's capital city?
EMPLO Y1	2022	Which one of the following best describes your current employment status?
A18	2023	Which of the following services do you currently use? This includes for business or personal use.

Qtn #	Year added	
A19	2023	How many landline phone services (including VoIP), in total, do you have that you use for personal or business purposes?
TELST AT3	2023	How many mobile phone services, in total, do you have that you use for personal and business purposes?
A21	2023	For each of the following services, which option applies to you (For personal use only, do not include Business Plans).
A22	2023	And do you have any other services are in your name that you don't use?
		<b>Use of services and devices</b>
A2	2017	Does your household have <b>internet access</b> either via the NBN, a fixed or wireless internet service, mobile broadband, satellite or non-NBN cable internet?
		<b>Telco contact</b>
M6	2022	Thinking about your household internet connection, who is your current service provider?
M21	2023	Who is your current landline phone service provider, used for personal purposes?
M7	2022	Thinking now about your mobile phone. Who is your current mobile phone service provider, used for personal purposes?
M8	2022	Are your mobile phone and home internet services bundled on the same bill?
M22	2023	Are your mobile phone and landline phone services bundled on the same bill?
M23	2023	Are your home internet and landline phone services bundled on the same bill?
M24	2023	Are your mobile phone, home internet and landline phone services bundled on the same bill?
M1	2021	In the past 12 months, have you contacted your telco provider for any reason?
M25	2023	On all occasions you have contacted your mobile phone or internet service provider, which of the following methods have you used in the past 12 months to contact them?
M4	2021	Thinking about your most recent contact with your telco provider, how did you contact them?
M26	2023	And which is your preferred method for contacting your telco provider (regardless of whether you used this method or not)?
M27	2023	Thinking only about your most recent contact with your telco provider, was it for your mobile phone provider or your home internet service provider or both?
M3	2021	And thinking only about this most recent contact, which of the following best describes the main reason for this contact?
M28	2023	And did you escalate this complaint to the TIO (Telecommunications Industry Ombudsman)?
M29	2023	Thinking about any changes you have made in the past 12 months, if any, to those telco plans, what was the last change you personally made to your...
M30	2023	What was the main reason you changed your plan / telco provider for your <serviceVariableText>?
M31	2023	Which payment method are you using for your <serviceVariableText>?
M32	2023	To what extent are you satisfied or dissatisfied paying for your <serviceVariableText> by < INSERT CURRENT PAYMENT METHOD from QM31 >?
M33	2023	Why do you say you are not satisfied with your payment method?
M34	2023	Would you prefer to use a different payment method to pay for your <serviceVariableText> if you could?
M35	2023	What payment method would you prefer to use for your <serviceVariableText> if you could?
M36	2023	In the past 12 months how many times, if at all, have you experienced the following with your <serviceVariableText >?

Qtn #	Year added	
M36B	2023	You said you experienced 'another type/s of service fault. What was the service fault(s)?
M37	2023	What actions did your < 'mobile' / 'home internet'> provider take in response to this outage?
		<b>Use and confidence</b>
C1T	2023	Thinking across all your telco services, to what degree are you confident that they will work as promised and are reliable?
C2T	2023	Thinking across all your telco services, to what degree are you confident that you will receive an appropriate level of customer service?
		<b>Scams</b>
B2	2023	In the <b>past 6 months</b> , how often have you received <b>scam telephone calls on your landline</b> ?
B3	2023	In the <b>past 7 days</b> , how often have you received <b>scam telephone calls on your landline</b> ?
B4	2023	Approximately, <b>how many</b> scam telephone calls have you received on your landline phone in the <b>past 7 days</b> ?
B5	2023	Are you now receiving <b>more</b> scam calls or <b>fewer</b> scam phone calls on <b>your landline phone</b> , than <b>this time last year</b> ?
B6	2023	In the <b>past 6 months</b> , how often have you received <b>scam telephone calls on your mobile phone</b> ?
B7	2023	In the <b>past 7 days</b> , how often have you received <b>scam telephone calls on your mobile phone</b> ?
B8	2023	Approximately <b>how many</b> scam telephone calls have you received on your mobile phone in the <b>past 7 days</b> ?
B9	2023	Are you now receiving <b>more</b> scam calls or <b>fewer</b> scam phone calls on your <b>mobile phone</b> , than <b>this time last year</b> ?
B10	2023	Which of the following <b>actions</b> do you take, if any, to <b>avoid or minimise scam calls</b> ?
B11	2023	In the <b>past 6 months</b> , how often have you received <b>scam SMS</b> ?
B12	2023	In the <b>past 7 days</b> , how often have you received <b>scam SMS</b> ?
B13	2023	Approximately <b>how many</b> scam SMS have you received in the <b>past 7 days</b> ?
B14	2023	And are you now receiving <b>more</b> scam SMS or <b>fewer</b> scam SMS than this time last year?
B15	2023	Which of the following actions do you take, if any, to avoid or minimise scam SMS
B16	2023	You have said that you received scam SMS or calls, but usually do not report scams to your telco or authorities. Why is that?
B16B	2023	In the <b>past 6 months</b> , how often have you received <b>scam emails</b> ?
B17	2023	In the <b>past 7 days</b> , how often have you received <b>scam emails</b> ?
B18	2023	Approximately <b>how many scam emails</b> have you received in the <b>past 7 days</b>
B19	2023	In the <b>past 6 months</b> , how often you have seen or encountered <b>scams on a website or app</b> ?
B20	2023	In the <b>past 7 days</b> , how often you have seen or encountered <b>scams on a website or app</b> ?
B21	2023	Approximately, <b>how many scams on a website or app</b> have you encountered in the <b>past 7 days</b> ?
B22	2023	Which of the following actions have you taken, if any, to avoid or minimise seeing scams on websites or apps?
		<b>News</b>
N1	2022	In the <b>past 7 days</b> , did you access news from any of the following sources?

Qtn #	Year added	
N2	2022	And which of these is your main source of news?
N4	2023	In the <b>past 7 days</b> , which of the following did you use when accessing news via <b>&lt;insert news source&gt;</b> .
N6	2023	For <b>&lt;insert news source&gt;</b> , in the <b>past 7 days</b> you accessed news via the following. Which do you most rely on?
N5	2023	In the <b>past 7 days</b> , which of the following ways did you access news via radio (either at home or in the car), was it...?
N7	2023	In the <b>past 7 days</b> , which of the following was the <b>main</b> way you accessed news via radio (either at home or in the car) was it...?
N3	2022	Thinking about the news you see on social media or communications websites, does it come from any of the following?
N8	2023	In the <b>past 7 days</b> , when accessing news online, where was that news originally published?
		<b>Recognition of compliance markers</b>
L1	2021	Which of the following statements best describes you?

## INTRO

\*(ALL)

ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR: C1T, C2T, QM32, B5, B9 and B14

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

\*(LIFE IN AUSTRALIA™ SAMPLE)

ACMA

The survey will take no more than 20 minutes to complete, and you'll receive a \$10 reward for completing it.

This survey is on behalf of the Australian Communications and Media Authority (ACMA). The ACMA is an independent Commonwealth statutory authority, regulating communication and media services in Australia.

Some response options in this survey have additional text to assist understanding. To view this text hover your mouse pointer over words that have a dotted underline.

\*(ALL) \*(PROGRAMMER NOTE: DO NOT ASK, INPUTE FROM PANEL PROFILE P\_STATE) <10 SECONDS>

QA5 (2017)

Which state or territory do you live in?

*Please select one answer.*

(SINGLE RESPONSE)

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(ALL) \*(PROGRAMMER NOTE: DO NOT ASK, INPUTE FROM PANEL PROFILE P\_POSTCODE) <18 SECONDS>

QA6 (2017)

What is your current residential postcode?

*Please type in your response and select from the list.*

\*(INTERVIEWER NOTE: ENTER POSTCODE)

1. (OPEN-END TEXT BOX. ALLOW 4 DIGITS. DROP-DOWN LIST FOR ONLINE)

- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

(P\_POSTCODE = 97-99, UNKNOWN OR DON'T KNOW OR REFUSED) (PLEASE INCLUDE P\_POSTCODE IN THE DATE FILE) (<12 SECONDS>

QA7 (2017)

Do you live within or outside your state's capital city?

*Please select one answer.*

(SINGLE RESPONSE)

- 1. Within capital city
- 2. Outside capital city
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALL)

EMPLOY1 Which one of the following best describes your current employment status?

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

- 1. Self-employed
- 2. Employed
- 3. Employed casually
- 4. Unemployed
- 5. Engaged in home duties
- 6. A student
- 7. Retired
- 8. Unable to work (for example, due to a disability)
- 9. A carer (for example, for a family member or friend)
- 96 Other (please specify)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

We'd now like to ask you some questions about the telco services you currently use or have on your account.

\*(ASK ALL)

QA18 (2023)

Which of the following services do you currently use? This includes for business or personal use.

IF NECESSARY TO CLARIFY VOIP AT CODE 1 / INCLUDE AS POP-OUT BOX FOR VOIP AT CODE 1:

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT)

1. **Landline phone** (this includes VoIP)
2. **Mobile phone**
3. **Home internet** (e.g. NBN, fixed line, fixed wireless, or satellite). **Please do not include a hotspot from your mobile phone here**
4. **Mobile broadband** (e.g. dongles, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data only SIM card). This does not include using the internet on your mobile phone.
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(QA18=1, USE LANDLINE)

QA19 (2023)

How many **landline phone** services (including VoIP), in total, do you have that you use for personal or business purposes?

Please include all landline phone services that are **currently connected** that you use for **making or receiving calls**.

**IF NECESSARY TO CLARIFY VOIP / INCLUDE AS POP-OUT BOX FOR VOIP:**

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

Specify number: (1-100)

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(QA18=2, USE MOBILE PHONE)

TELSTAT3 (2023)

How many **mobile phone services**, in total, do you have that you use for personal and business purposes?

Specify number: (1-100)

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(QA18= 1 THRU 4, USE A SERVICE, SHOW RELEVANT CODE IF SELECTED)

QA21 (2023)

For each of the following services, which option applies to you? (For personal use only, do not include Business Plans).

IF NECESSARY TO CLARIFY VOIP AT STATEMENT A / INCLUDE AS POP-OUT BOX FOR VOIP AT STATEMENT A:

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

(STATEMENTS) (FIX ORDER) (ONLY DISPLAY CODES SELECTED AT QA18)

- a) **Landline phone** (this includes VoIP)
- b) **Mobile phone**
- c) **Home internet** (e.g. NBN, fixed line, fixed wireless, or satellite). **Please do not include a hotspot from your mobile phone here**
- d) **Mobile broadband** (e.g. dongles, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data only SIM card). This does not include using the internet on your mobile phone.

(RESPONSE FRAME) (MULTIPLE RESPONSE) (IF ONLY ONE SERVICE IS SELECTED AT A19 OR TELSTAT3 NUMBER OF SERVICES (A19=1 OR TELSTAT3=1), A21 SHOULD BE SINGLE RESPONSE FOR EACH STATEMENT) (READ OUT)

- 1. The account or bill is in **your / my** name
- 2. The account or bill is in someone else's name
- 97. **You / I** only have a business plan (EXCLUSIVE)
- 98. (**Don't know**) / **Not sure** (EXCLUSIVE)
- 99. (**Refused**) / **Prefer not to say** (EXCLUSIVE)

\*(ASK ALL)  
QA22 (2023)

And do you have any other services **in your name that you don't use**? This could be a service used by a family member or friend.

IF NECESSARY TO CLARIFY VOIP AT STATEMENT A / INCLUDE AS POP-OUT BOX FOR VOIP AT STATEMENT A:

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

(STATEMENTS) (FIX ORDER)

- a) **Landline phone** (this includes VoIP)
- b) **Mobile phone**
- c) **Home internet** (e.g. NBN, fixed line, fixed wireless, or satellite). **Please do not include a hotspot from your mobile phone here**
- d) **Mobile broadband** (e.g. dongles, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data only SIM card). This does not include using the internet on your mobile phone.

*Please select one answer per service.*

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)



1. None, **you / I** use all services
2. One
3. Two
4. Three
5. Four
6. Five
7. More than five
97. No, I don't have this service in my name
98. **(Don't know) / Not sure**
99. **(Refused) / Prefer not to say**

## MODULE A / D – Use of services and devices

\*(ASK ALL) <14 SECONDS>

QA2 (2017)

Does your household have **internet access** either via the NBN, a fixed or wireless internet service, mobile broadband, satellite or non-NBN cable internet?

### IF NECESSARY:

This **includes** making phone calls via voice-only or VoIP (Voice over Internet Protocol) services. This **excludes** access to the internet via a mobile phone or tablet with a SIM card using the 4G or 5G mobile network.

### IF NECESSARY TO CLARIFY VOIP / INCLUDE AS POP-OUT BOX FOR VOIP:

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

*Please select one answer.*

(SINGLE RESPONSE)

1. Yes
2. No
98. **(Don't know) / Not sure**
99. **(Refused) / Prefer not to say**

## MODULE M – Telco contact

\*(ASK IF QA2=1, HAS INTERNET ACCESS)

QM6 (2022)

Thinking about your **household internet connection**, who is your **current service provider**?

This excludes any devices that use a SIM card to access the mobile network (4G or 5G) such as mobile phones or tablets. It also excludes 5G home modems.

*Please start typing and select your option. If your provider does not appear on the list, type in their name and select 'Next'*

(SINGLE RESPONSE) (ALWAYS DISPLAY CODE 96, 98 AND 99 LAST)

(OPEN ENDED RESPONSE WITH TYPE-AHEAD FUNCTIONALITY FOR CODES 1 TO 46, CODES 96-99 SEPARATE)

1. 10Mates
2. Ace
3. Accord
4. Activ8me
5. AGL
6. Aussie Broadband
7. Belong
8. Bendigo Telco
9. Dodo
10. Exetel
11. Flip
12. Foxtel
13. Future Broadband
14. Fuzenet
15. Goodtel
16. Harbour isp
17. iiNet
18. iPrimus
19. Internode
20. Kogan
21. Launtel
22. Leaptel
23. Lightening broadband
24. Mate.
25. Moose
26. More
27. My Republic
28. MyOwn Tel
29. Optus
30. Origin
31. Pennytel
32. SkyMesh
33. Southern phone
34. Spintel
35. Start
36. StarNet
37. Sumo

38. Superloop
39. Tangerine
40. TasmaNet
41. Telstra
42. Tomi
43. TPG
44. Uniti
45. Vodafone
46. Westnet
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QA18=1, USE LANDLINE)  
QM21 (2023)

Who is your current **landline phone service provider**, used for personal purposes?

This is for a landline phone that you can receive calls on. This includes VoIP (Voice over Internet Protocol) services.

**IF NECESSARY TO CLARIFY VOIP / INCLUDE AS POP-OUT BOX FOR VOIP:**

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

*Please start typing and select your option. If your provider does not appear on the list, type in their name and select 'Next'*

(SINGLE RESPONSE)

(OPEN ENDED RESPONSE WITH TYPE-AHEAD FUNCTIONALITY FOR CODES 1 TO 46, CODES 96-99 SEPARATE)

1. Ace
2. Accord
3. Activ8me
4. AGL
5. Aussie Broadband
6. Belong
7. Bendigo Telco
8. Dodo
9. Exetel
10. Flip
11. Foxtel
12. Future Broadband
13. Fuzenet
14. Goodtel
15. Harbour isp

16. iiNet
17. iPrimus
18. Internode
19. Kogan
20. Launtel
21. Leaptel
22. Lightening broadband
23. Mate.
24. Mint
25. Moose
26. More
27. My Republic
28. MyOwn Tel
29. Optus
30. Origin
31. Pennytel
32. SkyMesh
33. Southern phone
34. Spintel
35. Start
36. StarNet
37. Sumo
38. Superloop
39. Tangerine
40. TasmaNet
41. Telstra
42. Tomi
43. TPG
44. Uniti
45. Vodafone
46. Westnet
96. Other (Please Specify)
97. Not applicable. You / I don't have a landline telephone at home
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ASK IF TELSTAT3 =1 AND OVER, NOT 98 OR 99, HAVE MOBILE PHONE)

QM7 (2022)

Thinking now about your **mobile phone**. Who is your current **mobile phone service provider**, used for personal purposes?

*Please start typing and select your option. If your provider does not appear on the list, type in their name and select 'Next'*

(SINGLE RESPONSE)

(OPEN ENDED RESPONSE WITH TYPE-AHEAD FUNCTIONALITY FOR CODES 1 TO 48,  
CODES 96-99 SEPARATE)

1. Accord Mobile
2. AGL
3. ALDImobile
4. amaysim
5. Aussie Broadband
6. Belong
7. Bendigo Telco
8. Better Life Mobile
9. Boost Mobile
10. Catch Connect
11. Circles.Life
12. Click Mobile
13. CMobile
14. Coles Mobile
15. Commander
16. Dodo
17. Exetel
18. felix
19. Gomo
20. Goodtel Mobile
21. GoTalk
22. gotravelSIM
23. Harbour ISP
24. Hello Mobile
25. iinet
26. Internode
27. iPrimus
28. Kogan Mobile
29. Lebara
30. Lycamobile
31. Mate Communicate
32. Moose Mobile
33. More Telecom
34. numobile
35. Optus
36. PennyTel
37. Southern Phone
38. SpinTel
39. Tangerine
40. Telechoice
41. Telstra
42. Think Mobile

- 43. TPG
- 44. Vaya
- 45. Vodafone
- 46. Westnet Mobile
- 47. Woolworths Mobile
- 48. Yomojo
- 96. Other (Please Specify)
- 97. Not applicable. You / I don't have a mobile phone that I use for personal purposes.
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ASK IF QM6 AND QM7 MATCH, AND QM21 DOES NOT MATCH, SAME PROVIDER FOR MOBILE AND INTERNET PROVIDER (NOT LANDLINE). MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM8 (2022)

Are your mobile phone and home internet services bundled on the same bill?

*Please select one answer.*

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ASK IF QM7 AND QM21 MATCH AND QM6 DOES NOT MATCH, SAME PROVIDER FOR MOBILE AND LANDLINE PHONE PROVIDER NOT INTERNET). MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM22 (2023)

Are your mobile phone and landline phone services bundled on the same bill?

*Please select one answer.*

(SINGLE RESPONSE)

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ASK IF QM6 AND QM21 MATCH AND QM7 DOES NOT MATCH, SAME PROVIDER FOR INTERNET AND LANDLINE PROVIDER (NOT MOBILE). MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM23 (2023)

Are your home internet and landline phone services bundled on the same bill?

*Please select one answer.*

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ASK IF QM6, QM7 AND QM21 MATCH, SAME PROVIDER FOR MOBILE, INTERNET AND LANDLINE PROVIDER. MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM24 (2023)

Are your mobile phone, home internet and landline phone services bundled on the same bill?

*Please select one answer.*

(SINGLE RESPONSE)

1. Mobile phone and internet service
2. Mobile phone and landline phone
3. Internet service and landline phone
4. Mobile phone, internet service and landline phone
97. None are bundled on the same bill
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

(PROGRAMMER NOTE: IF QM7=97 AND QA2=2, NO INTERNET ACCESS AND NO MOBILE PHONE PROVIDER, SKIP TO SECTION C (QC1T), AS THEY INDICATED THEY DON'T HAVE A TELCO PROVIDER)

(PROG: INTRO)

(QM1\_intro)

The next few questions are about contacting your telecommunications service provider ('telco provider'). That's your **mobile phone** or **internet service provider**.

\*(QA2=1, 98, 99 OR QM7=1 THRU 96 OR 98, 99, HAVE INTERNET ACCESS OR HAVE MOBILE PHONE PROVIDER)

QM1 (2021)

(PROGRAMMER: DISPLAY TEXT ONLY FOR QM21=1 THRU 96, THOSE WITH A FIXED LINE)

Now thinking about just your mobile phone or internet service provider only.

In the **past 12 months**, have you contacted your telco provider for any reason?

By 'telco provider' we mean your mobile phone or internet service provider.

*Please select one answer.*

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM1=1, CONTACTED TELCO PROVIDER)

QM25 (2023)

On all occasions you have contacted your mobile phone or internet service provider, which of the following methods have you used in the **past 12 months** to contact them?

*Please select all that apply*

(MULTI RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (READ OUT AND GET A YES OR NO FOR EACH)

1. Phone
2. Text message
3. Mail or post
4. In person in a store
5. Email / online form
6. Online chat / webchat
7. Online via social media (e.g. Twitter or Facebook)
8. Telco provider's app
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(QM1=1, CONTACTED TELCO PROVIDER)

QM4 (2021)

Thinking about your **most recent contact** with your telco provider, how did you contact them?

(SINGLE RESPONSE) (KEEP CODE ORDER FROM QM25) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T KNOW') (ONLY DISPLAY THE CODES SELECTED AT M25. PIPE INTO QM4 ANY 'OTHER' VERBATIM TEXT FROM QM25 AT CODE 96. AUTOCODE QM4 WITH RESPONSE FROM QM25 IF ONLY ONE CODE SELECTED AT QM25) (READ OUT)

*Please select one answer.*

1. Phone
2. Text message
3. Mail or post
4. In person in a store
5. Email / online form
6. Online chat / webchat
7. Online via social media (e.g. Twitter or Facebook)
8. Telco provider's app



- 96. Other (PIPE IN SPECIFY FROM QM25)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ASK ALL) (PROG NOTE – HOWEVER THIS QUESTION WILL BE SKIPPED BY THOSE WHO DON'T HAVE A TELCO PROVIDER AS PER INSTRUCTION BEFORE QM1\_intro:  
 “(IF QM7=97 AND QA2=2, NO INTERNET ACCESS AND NO MOBILE PHONE PROVIDER, SKIP TO SECTION C (QC1T), AS THEY INDICATED THEY DON'T HAVE A TELCO PROVIDER)”

QM26 (2023)

And which is your preferred method for contacting your telco provider (regardless of whether you used this method or not)?

(SINGLE RESPONSE) (KEEP CODE ORDER FROM QM25) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (READ OUT)

*Please select one answer.*

- 1. Phone
- 2. Text message
- 3. Mail or post
- 4. In person in a store
- 5. Email / online form
- 6. Online chat / webchat
- 7. Online via social media (e.g. Twitter or Facebook)
- 8. Telco provider's app
- 96. Other (please specify)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(HAVE INTERNET AND MOBILE PHONE PROVIDER. QM6=1-96 AND QM7=1-96)  
 AND

\*(QM1=1, CONTACTED TELCO PROVIDER)

QM27 (2023)

Thinking only about your **most recent contact** with your telco provider, was it for your mobile phone provider or your home internet service provider or both? ONLY SHOW ' OR BOTH' IN THE QUESTION TEXT IF SAME PROVIDER

(SHOW 'or both' IN QN TEXT IF QM6 AND QM7 MATCH, SAME PROVIDER FOR INTERNET AND MOBILE. MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

(SINGLE RESPONSE) (ROTATE CODES 1 & 2)

(ONLY SHOW CODE 3 IF QM6 AND QM7 MATCH, SAME PROVIDER FOR INTERNET AND MOBILE. MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

*Please select one answer.*

- 1. Mobile phone provider

2. Home internet provider
3. It related to both
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM1=1, CONTACTED TELCO PROVIDER)

QM3 (2021)

And thinking only about this most recent contact, which of the following best describes the **main reason** for this contact?

*Please select one answer.*

(SINGLE RESPONSE) (ROTATE 1 TO 8) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T KNOW) (READ OUT, IF QR SAYS 'YES' TO ONE OPTION THEN SELECT AND MOVE ON AS IT'S SINGLE RESPONSE)

(PROBE TO CODEFRAME)

1. To change, renew or buy a new plan including data
2. To activate or set up **your** / **my** service or equipment
3. Service interruption (e.g. drop-outs or outages)
4. Fault or technical issue, including service or equipment (other than speed)
5. Billing enquiry / billing issue
6. General enquiry about **your** / **my** account or service (not billing)
7. An issue with the speed of **your** / **my** internet
8. To make a formal complaint
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM3=8, MADE FORMAL COMPLAINT

QM28 (2023)

And did you escalate this complaint to the TIO (Telecommunications Industry Ombudsman)?

*Please select one answer.*

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ANY OF QA21\_b-d= 1, HAVE SERVICE IN THEIR NAME)

(2023 new)

QM29 (2023)

Now we'd like to ask about your telecommunications service provider/s ('telco provider/s') and the plan/s, you have with them.

Thinking about any changes you have made in the **past 12 months**, if any, to those telco plans, what was the last change you personally made to your...

*Select the answer that best applies for each row.*

(STATEMENTS) (FIX ORDER)

- a) **Mobile phone** plan/s (SHOW IF QA21\_b=1, HAVE MOBILE PHONE SERVICE IN THEIR NAME)
- b) **Home internet** plan (e.g. NBN, fixed line, fixed wireless or satellite). Please do not include a hotspot from your mobile phone here. (SHOW IF QA21\_c=1, HAVE INTERNET PLAN IN THEIR NAME)
- c) **Mobile broadband** plan/s (e.g. dongles, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data only SIM card.) This does not include using the internet on your mobile phone. (SHOW IF QA21\_d=1, HAVE MOBILE BROADBAND PLAN IN THEIR NAME)

(RESPONSE FRAME) (SINGLE RESPONSE) (ROTATE CODES 1-2) (READ OUT)

- 1. You / I changed your / my provider
- 2. You / I changed your / my plan but stayed with the same provider
- 97. No changes to your / my plan/s or provider/s
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

COMPUTE DUMMY VARIABLE: 'SERVICE VARIABLE'

- 1. Mobile phone service (QA21\_b=1) (i.e. has a mobile phone service in their name)
- 2. Home internet service (QA21\_c=1) (i.e. has a home internet service in their name)

TEXT TO INSERT FOR 'SERVICE VARIABLE':

'mobile phone service'

'home internet service'

FOR QM30 TO QM37: RANDOMLY ALLOCATE RESPONDENT TO ONE SERVICE VIA LEAST FILL FROM SERVICES THEY HAVE IN THEIR NAME FROM THE DUMMY VARIABLE 'SERVICE VARIABLE'.

IF NOTHING IS PICKED – EG THEY HAVE NO MOBILE PHONE OR HOME INTERNET SERVICES IN THEIR NAME, OR ONLY HAVE MOBILE BROADBAND IN THEIR NAME, SKIP TO MODULE C.

RANDOMLY SELECT ONE OF THE FOLLOWING TWO SERVICES **THAT THEY PERSONALLY SIGNED UP FOR** AND USE AT QA21, EITHER MOBILE PHONE OR HOME INTERNET (**DO NOT PICK MOBILE BROADBAND**, SAMPLE WILL BE TOO SMALL)

RESPONDENT WILL THEN CONTINUE THROUGH THE REST OF THE MODULE'S QUESTIONS ANSWERING JUST THIS SERVICE (THEIR MOBILE PHONE OR THEIR HOME INTERNET), AND

THEY MAY / MAY NOT HAVE CHANGED THEIR PLAN OR PROVIDER FOR THIS SERVICE IN LAST 12 MONTHS

IF MOBILE PHONE IS PICKED

SET SERVICEVARIABLETEXT TO 'mobile phone service'  
SET SERVICECODE = 1  
SET SERVICELETTER = 'B'

IF HOME INTERNET IS PICKED

SET SERVICEVARIABLETEXT TO 'home internet service'  
SET SERVICECODE = 2  
SET SERVICELETTER = 'C'

IF NOTHING IS PICKED – E.G. THEY HAVE NO SERVICES IN THEIR NAME, OR ONLY HAVE MOBILE BROADBAND IN THEIR NAME, SKIP TO NEXT MODULE

\*([SERVICEVARIABLE=1 AND QM29\_A=1 OR 2] OR [SERVICEVARIABLE=2 AND QM29\_B=1 OR 2], MADE A CHANGE TO THEIR TELCO PROVIDER OR PLAN)

QM30 (2023)

(IF [ServiceVariable=1 AND QM29\_a=1] OR [ServiceVariable=2 AND QM29\_b=1]) What was the main reason you changed your telco provider for your <serviceVariableText>?

(IF [ServiceVariable=1 AND QM29\_a=2] OR [ServiceVariable=2 AND QM29\_b=2]) What was the main reason you changed your plan for your <serviceVariableText>?

(OPEN END)

1. SPECIFY: VERBATIM
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(SERVICE VARIABLE=1 OR 2)

QM31 (2023)

Which payment method are you using for your <serviceVariableText>?

*Please select one answer.*

(SINGLE RESPONSE) (ROTATE 1-6) (READ OUT)

1. Direct debit (paid automatically from a credit card, bank account or debit card)
2. You / I pay manually by credit card
3. You / I pay manually using a bank transfer or debit card
4. Automatic deduction from Centrelink payment
5. BPAY
6. Cash or cheque
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM31=1 THRU 96, SPECIFIED PAYMENT METHOD USED)

QM32 (2023)

To what extent are you satisfied or dissatisfied by your current payment method for your <serviceVariableText>?

*Please select one answer.*

(SINGLE RESPONSE) (ALTERNATE RESPONSE ORDER AS 1-5 OR 5-1) (READ OUT)

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM32=1 OR 2, NOT SATISFIED WITH PAYMENT METHOD)

QM33 (2023)

Why are you not satisfied with your payment method?  
(OPEN END)

1. SPECIFY: VERBATIM
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(SERVICE VARIABLE=1 OR 2)

QM34 (2023)

Would you prefer to use a different payment method to pay for your <serviceVariableText> if you could?

*Please select one answer.*

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM34=1, PREFER DIFFERENT METHOD)

QM35 (2023)

What payment method would you prefer to use for your <serviceVariableText> if you could?

*Please select one answer.*

(SINGLE RESPONSE) (DO NOT DISPLAY THE CODE SELECTED AT M31 IN THE LIST)  
(READ OUT)

1. Direct debit (paid automatically from a credit card, bank account or debit card)
2. Pay manually by credit card
3. Pay manually using a bank transfer or debit card
4. Deduction from Centrelink payment
5. BPAY
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(SERVICE VARIABLE=1 OR 2)

QM36 (2023)

In the **past 12 months** how many times, if at all, have you experienced the following with your  
<serviceVariableText >?

*Please select one answer per experience.*

(STATEMENTS) (RANDOMISE CODES A,B,C,D,E,F,G,J,K. ANHOR CODE I)

- a) Temporary interruptions or dropouts to your service
- b) Service outage (a continuous period where you can't use the service)
- c) Slow internet speeds
- d) Delay or fault when installing / connecting to a new service
- e) Poor call quality (SHOW IF service variable=1)
- f) Poor mobile coverage (SHOW IF service variable=1)
- g) Modem issue (hardware or software) (SHOW IF service variable =2)
- h) Faults taking too long to be fixed
- j) Poor customer service
- k) Not enough data
- i) Another type/s of service fault

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)

1. Not at all
2. Once
3. 2–3 times
4. 4–10 times
5. 11–50 times
6. More than 50 times
97. Not applicable
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM36\_i=2,3,4,5,6. HAD OTHER TYPE OF SERVICE FAULT)

QM36B (2023)

You said you experienced another type/s of service fault. What was the service fault(s)?  
(OPEN END)

1. SPECIFY: VERBATIM
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QM36\_b=2-6, AND Service Variable=1 OR 2, EXPERIENCED A SERVICE OUTAGE AT LEAST ONCE)

QM37 (2023)

What **actions** did your <IF SERVICE VARIABLE=1 INSERT 'mobile' / IF SERVICE VARIABLE=2 INSERT 'home internet'> provider take in response to this outage?

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH)  
(PLEASE ALLOW A SPECIFY BOX FOR CODES 2 AND 4) (RANDOMISE 1-7) (GROUP CODES 1, 2 AND 4 AND ANCHOR AT BOTTOM BUT ABOVE CODE 96)

1. Telco provided monetary compensation, for example a credit on your bill
2. Telco provided non-monetary compensation (Please specify what compensation)
3. Telco provided a 4G/5G modem
4. Telco provided other mitigation measure (Please specify what measure)
5. Telco kept you informed about the connection issue and its resolution via SMS or email
6. Telco gave you a warning prior to the date that there will be an outage and specified the date/s
7. Telco advised they would provide some form of compensation but did not deliver
96. Other (please specify)
97. None / Telco did nothing (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

## MODULE C – Use and confidence

PROG: THIS MODULE WILL REQUIRE CODE FRAMES TO BE ROTATED:  
ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR C1T THRU C2T.

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

\*(ASK ALL) (NEW SCREEN) (INTRO)

The next questions are about your level of confidence with aspects of your telco services.

(NEW SCREEN)

\*(ASK ALL)

QC1T (2023)

Thinking across all your telco services, to what degree are you confident that they will **work as promised and are reliable**?

*Please select one answer.*

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Not at all confident
2. Not confident
3. Neither confident nor not confident
4. Confident
5. Very confident
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ASK ALL)

QC2T (2023)

Thinking across all your telco services, to what degree are you confident that you will receive an **appropriate level of customer service?**

*Please select one answer.*

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Not at all confident
2. Not confident
3. Neither confident nor not confident
4. Confident
5. Very confident
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

## MODULE B – Scams

\*(ASK ALL) (NEW SCREEN) (INTRO)

\*(ASK ALL)

QB1 (2023)

The next questions are about **scams**.

Scams include schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.

(NEW SCREEN)

\*(QA18=1, USE LANDLINE, A18=1)

QB2 (2023)

In the **past 6 months**, how often have you received **scam calls on your landline?** Please include calls you knew or suspected were scam calls, whether you answered or not (this includes VoIP and all landline phones that you use for personal and business purposes).

**IF NECESSARY TO CLARIFY VOIP / INCLUDE AS POP-OUT BOX FOR VOIP:**



**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Daily
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
95. None. You / I haven't received scam calls on your / my landline in the past 6 months.
97. None. You / I have never received scam calls on your / my landline.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(QB2=1 THRU 7, RECEIVED SCAM CALL ON LANDLINE IN PAST 6 MONTH)  
AUTOCODE QB3 AS CODE 5 IF QB2=95  
QB3 (2023)

In the **past 7 days**, how often have you received **scam calls on your landline**? Please include calls you knew or suspected were scam calls, whether you answered or not (this includes VoIP and all landline phones that you use for personal and business purposes).

**IF NECESSARY TO CLARIFY VOIP / INCLUDE AS POP-OUT BOX FOR VOIP:**

**VoIP** (Voice over Internet Protocol) allows you to make/receive voice calls using broadband internet instead of traditional phone lines. This includes VoIP landline adaptors.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times
4. Once
5. None. You / I haven't received **scam calls on your / my landline in the past 7 days**.
98. (Don't know) Not sure
99. (Refused) / Prefer not to say

\*(AUTO CODE INSTRUCTIONS FOR QB4)  
(PROGRAMMER: AUTOCODE QB4 IF QB3=2, 4, 5, 98, 99 as follows:  
IF QB3=2, AUTOCODE QB4 NUMBER OF CALLS AS 7  
IF QB3=4, AUTOCODE QB4 NUMBER OF CALLS AS 1

IF QB3=5, AUTOCODE QB4 NUMBER OF CALLS AS 0  
IF QB3=98, AUTOCODE QB4 RESPONSE AS 98 – DON'T KNOW  
IF QB3=99, AUTOCODE QB4 RESPONSE AS 99 – REFUSED)

\*(B3= 1 THRU 5, 98,99 RECEIVED SCAM CALL TO LANDLINE IN PAST 7 DAYS, OR TO ALLOW THROUGH FOR AUTOCODING)

AND IMPLEMENT AUTOCODING ABOVE)

QB4 (2023)

You said that you have received scam calls on your landline phone <insert response from QB3 for QB3=1 OR 3> in the past 7 days. Approximately, **how many** scam telephone calls have you received on your landline phone in the **past 7 days**?

(SINGLE RESPONSE)

*Please type a number in the box. If you really can't remember, select 'next' if not sure."*

1. Numeric response (RANGE 1-999; WHOLE NUMBERS)

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

\*(QB2=1 THRU 7, RECEIVED SCAM CALL ON LANDLINE IN PAST 6 MONTH)

QB5 (2023)

Are you now receiving **more** scam calls or **fewer** scam calls on **your landline phone**, than **this time last year**?

*Please select one answer.*

(SINGLE RESPONSE) (ALTERNATE RESPONSE ORDER AS 1-5 OR 5-1) (READ OUT)

1. A lot more

2. More

3. About the same amount

4. Fewer

5. A lot fewer

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

\*(QA18=2, USE MOBILE PHONE)

QB6 (2023)

In the **past 6 months**, how often have you received scam calls on **your mobile phone**? Please include calls you knew or suspected were scam calls, whether you answered or not (include all mobile phones that you use for personal and business purposes).

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day

2. Daily

3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
95. None. You / I haven't received scam calls on your / my mobile phone in the past 6 months.
97. None. You / I have never received scam calls on your / my mobile phone.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B6=1 THRU 7, RECEIVED SCAM CALLS ON MOBILE IN PAST 6 MONTHS)  
(AUTOCODE QB7 AS CODE 95 IF QB6=95).

QB7 (2023)

In the **past 7 days**, how often have you received scam calls on **your mobile phone**? Please include calls you knew or suspected were scam calls, whether you answered or not (include all mobile phones that you use for personal and business purposes).

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times
4. Once
95. None. You / I haven't received scam calls on your / my mobile phone in the past 7 days.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

#### AUTOCODE INSTRUCTIONS FOR QB8

(PROGRAMMER: AUTOCODE QB8 IF QB7=2, 4, 95, 98, 99 as follows:

IF QB7=2, AUTOCODE NUMBER OF CALLS AS 7

IF QB7=4, AUTOCODE NUMBER OF CALLS AS 1

IF QB7=95, AUTOCODE NUMBER OF CALLS AS 0

IF QB7=98, AUTOCODE RESPONSE AS 98 – DON'T KNOW

IF QB7=99, AUTOCODE RESPONSE AS 99 – REFUSED)

\*(ASK B7= 1 THRU 4,95,98,99 RECEIVED SCAM CALL ON MOBILE IN PAST 7 DAY OR TO ALLOW THROUGH FOR AUTOCODING)

(AND IMPLEMENT AUTOCODING ABOVE)

QB8 (2023)

You said that you have received scam calls on your mobile phone <insert response from QB7 for QB7=1 OR 3> in the past 7 days. Approximately **how many** scam calls have you received on your mobile phone in the **past 7 days**?

(SINGLE RESPONSE)

*Please type a number in the box. If you really can't remember, select 'next' if not sure."*

- 1. Numeric response (RANGE 1-999; WHOLE NUMBERS)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(B6=1 THRU 7, RECEIVED SCAM CALLS ON MOBILE IN PAST 6 MONTHS)  
QB9 (2023)

Are you now receiving **more** scam calls or **fewer** scam calls on **your mobile phone**, than **this time last year**?

*Please select one answer.*

(SINGLE RESPONSE) (ALTERNATE RESPONSE ORDER AS 1-5 OR 5-1) (READ OUT)

- 1. A lot more
- 2. More
- 3. About the same amount
- 4. Fewer
- 5. A lot fewer
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(B6=1 THRU 7, RECEIVED SCAM CALLS ON MOBILE IN PAST 6 MONTHS OR QB2=1 THRU 7, RECEIVED SCAM CALL ON LANDLINE IN PAST 6 MONTH)

QB10 (2023)

Now thinking about any scam calls you receive on either your **landline or mobile phone**. Which of the following **actions** do you take, if any, to **avoid or minimise scam calls**?

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH) (RANDOMISE 1-4)

- 1. Ignore, screen or hang up on unknown numbers
- 2. Use phone settings to block scam calls
- 3. Use a third-party app to block scam calls (e.g. Truecaller, Whoscall, Hiya, Calls blacklist, Key Messages).
- 4. Report scam calls to my telco or authorities
- 96. Other (please specify)
- 95. None / no action (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

(PROGRAMMER: INTRO SCREEN)

\*(QA18=2, USE MOBILE PHONE)

QB11i (2023)

The next questions are about scam **SMS or text messages**, not messages received through social media or messaging apps.

As mentioned before, a scam is a fraudulent activity which seeks to obtain, personal information, money or goods from an unsuspecting person

\*(QA18=2, USE MOBILE PHONE)

QB11 (2023)

In the **past 6 months**, how often have you received **scam SMS**? Please include SMS you knew or suspected were scam SMS.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Daily
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
95. None. You / I haven't received scam SMS in the past 6 months.
97. None. You / I have never received scam SMS.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B11=1 THRU 7, RECEIVED SCAM SMS IN PAST 6 MONTHS)

(AUTOCODE QB12 AS CODE 5 IF QB11=95).

QB12 (2023)

In the **past 7 days**, how often have you received **scam SMS**? Please include SMS you knew or suspected were scam SMS.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times
4. Once
5. None. You / I haven't received a scam SMS in the **past 7 days**.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

AUTOCODE INSTRUCTIONS FOR QB13:

(PROGRAMMER: AUTOCODE QB13 IF QB12=2, 4, 5, 98, 99 AS FOLLOWS:  
IF QB12=2, AUTOCODE NUMBER OF CALLS AS 7

IF QB12=4, AUTOCODE NUMBER OF CALLS AS 1  
IF QB12=5, AUTOCODE NUMBER OF CALLS AS 0  
IF QB12=98, AUTOCODE RESPONSE AS 98 – DON'T KNOW  
IF QB12=99, AUTOCODE RESPONSE AS 99 – REFUSED)

\*(B12= 1 THRU 5, 98,99 RECEIVED SCAM SMS IN PAST 7 DAYS OR TO ALLOW THROUGH FOR AUTOCODING)

(AND IMPLEMENT AUTOCODING ABOVE)

QB13 (2023)

You said that you have received scam SMS <insert response from QB12 if QB12= 1 OR 3> in the past 7 days. Approximately **how many** scam SMS have you received in the **past 7 days**?

*Please type a number in the box. If you really can't remember, select 'next' if not sure."*

1. Numeric response (RANGE 1-999; WHOLE NUMBERS)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B11=1 THRU 7, RECEIVED SCAM SMS IN PAST 6 MONTHS)

QB14 (2023)

And are you now receiving **more** scam SMS or **fewer** scam SMS than **this time last year**?

*Please select one answer.*

(SINGLE RESPONSE) (ALTERNATE RESPONSE ORDER AS 1-5 OR 5-1) (READ OUT)

1. A lot more
2. More
3. About the same amount
4. Fewer
5. A lot fewer
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B11=1 THRU 7, RECEIVED SCAM SMS IN PAST 6 MONTHS)

QB15 (2023)

Which of the following actions do you take, if any, to avoid or minimise scam SMS?

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH) (RANDOMISE 1-4)

1. Ignore, delete, screen unknown numbers
2. Use phone settings to block scam SMS
3. Use a third-party app to block scam SMS
4. Report scam SMS to my telco or authorities
96. Other (please specify)
95. None / no action (EXCLUSIVE)

- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(ASK B16 IF QB10 = 1/2/3/96/95 AND NOT 4 AND QB15 = 1/2/3/96/95 AND NOT 4.  
NOT REPORTED FOR SMS AND CALLS)

QB16 (2023)

You have said that you received scam SMS or calls, but usually do not report scams to your telco provider or authorities. Why is that?

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH) (RANDOMISE 1-8)

- 1. They were not too much of a nuisance
- 2. You / I did not know how to contact your / my telco provider or authorities
- 3. You / I thought the reporting process would take too long
- 4. You / I did not think it would make any difference
- 5. You / I have reported in the past and was unsatisfied with the response
- 6. You / I just did not think about it
- 7. You / I did not know I could report scams to your / my telco provider or authorities
- 8. You / I don't like dealing with automated systems or bots
- 96. Other (please specify)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(ASK ALL)

QB16B (2023)

The next questions are about **scam emails**. In the **past 6 months**, how often have you received **scam emails**? Please include emails you knew or suspected were scam emails.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

- 1. Multiple times a day
- 2. Daily
- 3. Several times a week
- 4. Weekly
- 5. Fortnightly
- 6. Monthly
- 7. Less often than monthly
- 95. None. You / I haven't received scam emails in the past 6 months.
- 96. None. You / I have never received scam emails.
- 97. Not applicable, I don't have an email address.
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(B16B=1 THRU 7, RECEIVED SCAM EMAILS IN PAST 6 MONTHS)  
(AUTOCODE QB17 AS CODE 95 IF QB16B=95 OR AUTOCODE AS CODE 96 IF QB16B=96).  
QB17 (2023)

In the **past 7 days**, how often have you received **scam emails**? Please include all emails you knew or suspected were scams.

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times
4. Once
5. You / I know you / I receive them, but they go to a spam or junk folder
95. None. You / I haven't received any scam emails in the past 7 days.
96. None. You / I have never received any scam emails.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

AUTOCODE INSTRUCTIONS FOR QB18:

(PROGRAMMER: AUTOCODE QB18 IF QB17=2, 4, 5, 95, 98, 99 AS FOLLOWS:

IF QB17=2, AUTOCODE NUMBER OF CALLS AS 7

IF QB17=4, AUTOCODE NUMBER OF CALLS AS 1

IF QB17=5, AUTOCODE RESPONSE AS 5 – GOES TO JUNK FOLDER

IF QB17=95, AUTOCODE NUMBER OF CALLS AS 0

IF QB17=98, AUTOCODE RESPONSE AS 98 – DON'T KNOW

IF QB17=99, AUTOCODE RESPONSE AS 99 – REFUSED)

\*(B17=1 THRU 5, 95, 98,99, RECEIVED SCAM EMAILS IN PAST 7 DAYS OR TO ALLOW THROUGH FOR AUTOCODING)

(AND IMPLEMENT AUTOCODING ABOVE)

QB18 (2023)

You said that you have received scam emails <insert response from QB17 if QB17=1 OR 3> in the past 7 days. Approximately, **how many scam emails** have you received in the **past 7 days**?

*Please type a number in the box. If you really can't remember, select 'next' if not sure."*

1. Numeric response (RANGE 1-999; WHOLE NUMBERS)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ASK ALL)

(PROGRAMMER: INTRO SCREEN)

INTRO The next questions are about scams you may have seen on a website or app, such as Facebook, WhatsApp, Instagram or TikTok. As already mentioned, scams include schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles.



\*(ASK ALL)

QB19 (2023)

Thinking now about **scams on a website or app**. In the **past 6 months**, how often you have seen or encountered **scams on a website or app**?

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Daily
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
95. None. You / I haven't seen scams on a website or app in the past 6 months.
96. None. You / I have never seen scams on a website or app.
97. Not applicable, I haven't used a website or app in the past 6 months.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B19=1 THRU 7, SEEN SCAMS ON WEBSITE OR APP IN PAST 6 MONTHS)

(AUTOCODE QB20 AS CODE 95 IF QB19=95)

QB20 (2023)

In the **past 7 days**, how often you have seen or encountered **scams on a website or app**?

*Please select one answer.*

(SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times
4. Once
95. None. You / I haven't seen scams on websites or apps in the past 7 days.
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

AUTOCODE INSTRUCTIONS FOR QB21:

(PROGRAMMER: AUTOCODE QB21 IF QB20=2, 4, 5, 98, 99 AS FOLLOWS:

IF QB20=2, AUTOCODE NUMBER OF CALLS AS 7

IF QB20=4, AUTOCODE NUMBER OF CALLS AS 1

IF QB20=95, AUTOCODE NUMBER OF CALLS AS 0

IF QB20=98, AUTOCODE RESPONSE AS 98 – DON'T KNOW

IF QB20=99, AUTOCODE RESPONSE AS 99 – REFUSED)

\*(B20=1 THRU 4, 95, 98,99, SEEN SCAMS ON WEBSITE OR APP IN PAST 7 DAYS OR TO ALLOW THROUGH FOR AUTOCODING)

(AND IMPLEMENT AUTOCODING ABOVE)

QB21 (2023)

You said that you have encountered scams on a website or app <insert response from **QB20 if QB20=1 OR 3**> in the past 7 days. Approximately, **how many scams on a website or app** have you encountered in the **past 7 days**?

*Please type a number in the box. If you really can't remember, select 'next' if not sure."*

1. Numeric response (RANGE 1-999; WHOLE NUMBERS)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(B19=1 THRU 7, SEEN SCAMS ON WEBSITE OR APP IN PAST 6 MONTHS)

QB22 (2023)

Which of the following actions have you taken, if any, to avoid or minimise seeing scams on websites or apps?

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH)  
(RANDOMISE 1-6)

1. You / I clicked on the report/flag button next to the content
2. You / I ignored or deleted the content
3. You / I completed an online reporting form hosted by the website or app operator
4. You / I emailed the platform operator directly
5. You / I contacted the platform operator via an official account on social media
6. You / I blocked the contact / account responsible
96. Other (please specify)
95. None / no action (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

## MODULE N – News

(SHOW INTRO TEXT WITH QUESTION)

\*(ASK ALL) (NEW SCREEN) (INTRO)

The next questions are about how you access news.

(NEW SCREEN)

\*(ASK ALL)

QN1 (2022)

In the **past 7 days**, did you access news from any of the following sources?

This includes any factual reporting by journalists or other information on current events at either a local, regional, national or international level.

**IF NECESSARY TO CLARIFY AT CODE 8 / INCLUDE AS POP-OUT BOX FOR CODE 8:**

A News aggregator website or app combines online news content in one location for easy viewing

*Please select all that apply*

(MULTIPLE RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 to 99 LAST) (READ OUT AND GET A YES OR NO FOR EACH)

1. Free-to-air TV
2. Free-to-air catch-up or streaming service
3. Subscription or Pay TV service (e.g. Foxtel)
4. Radio including online streaming
5. Podcast
6. Print newspaper
7. Online news website or app (e.g. news.com.au, 9news.com.au, ABC News, The Guardian)
8. Online news aggregator or app, displaying news from multiple online sources (e.g. Google News, Apple News, MSN News)
9. Online search engine
10. Social media or communication website or app (e.g. YouTube, Facebook, Twitter, WhatsApp)
96. Other (e.g. newsletters, blogs, etc) (please specify)
97. You / I didn't access any news in the past 7 days (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(ASK IF SELECTED MORE THAN ONE FROM QN1 CODES 1 THRU 96. PLEASE AUTOCODE QN2 IF ONLY ONE SOURCE SELECTED AT QN1)

QN2 (2022)

And which of these is your main source of news?

(ROTATE) (SINGLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT N1) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'DON'T STREAM') (AUTO-CODE QN2 IF QN1 ONLY HAS ONE ANSWER) (READ OUT)

*Please select one answer.*

1. Free to air TV
2. Free-to-air catch-up or streaming service (e.g. ABC iview, 9Now, 7Plus)
3. Subscription or Pay TV service (e.g. Foxtel)
4. Radio including online streaming
5. Podcast
6. Print newspaper

7. Online news website or app (e.g. news.com.au, 9news.com.au, ABC News, The Guardian)
8. Online news aggregator or app, displaying news from multiple online sources (e.g. Google News, Apple News, MSN News)
9. Online search engine
10. Social media or communication website or app (e.g. YouTube, Facebook, Twitter, WhatsApp)
96. Other (e.g. newsletters, blogs, etc) (please specify)
98. [\(Don't know\)](#) / [Not sure](#) (EXCLUSIVE)
99. [\(Refused\)](#) / [Prefer not to say](#) (EXCLUSIVE)

\*(ASK IF N1=1-96, ACESSED NEWS PAST 7 DAYS, ASK QN4 LOOPED FOR EACH NEWS SOURCE)

QN4 (2023)

In the **past 7 days**, which of the following did you use when accessing news via **<insert news source>**.

(PROG INSTRUCTIONS:

INSERT CODE FRAME FOR EACH SOURCE SELECTED AT QN1.

SEE APPENDIX 1 FOR CODE FRAME TO INSERT PER SOURCE FROM QN1.

(MULTIPLE RESPONSE) [\(READ OUT\)](#)

(DISPLAY LIST RELEVANT TO EACH SOURCE) (IF CODE 96 WAS SELECTED AT N1, PLEASE ALSO PIPE IN THE TEXT ENTERED AT N1)

98. [\(Don't know\)](#) / [Not sure](#) (EXCLUSIVE)
99. [\(Refused\)](#) / [Prefer not to say](#) (EXCLUSIVE)

\*(ASK QN6 LOOPED FOR EACH 'NEWS SOURCE' AT QN4 OF CODE 1-96, WHEN MORE THAN ONE CODE IS SELECTED AT QN4)

QN6 (2023)

For **<insert news source >**, in the **past 7 days** you accessed news via the following. Which do you most rely on?

(PROG: DISPLAY CODE FRAME PER NEWS SOURCE, WHERE MORE THAN ONE CODE WAS SELECTED AT QN4 PER NEWS SOURCE.) (SINGLE RESPONSE) [\(READ OUT\)](#)

(DISPLAY LIST RELEVANT TO EACH SOURCE) (IF CODE 96 WAS SELECTED AT N4, PLEASE ALSO PIPE IN THE TEXT ENTERED AT N4)

96. Other (please specify)
98. [\(Don't know\)](#) / [Not sure](#) (EXCLUSIVE)
99. [\(Refused\)](#) / [Prefer not to say](#) (EXCLUSIVE)

\*(ASK IF QN1=4, ACESSED NEWS VIA RADIO)

QN5 (2023)

In the **past 7 days**, which of the following ways did you access news via radio (either at home or in the car), was it...?

**IF NECESSARY TO CLARIFY AT CODE 2 / INCLUDE AS POP-OUT BOX FOR CODE 2:**

Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.

*Please select all that apply.*

(MULTIPLE RESPONSE) (READ OUT)

1. via the internet or an app (excluding podcasts)
2. via digital radio (DAB+)
3. via FM or AM radio (but excludes digital radio)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

\*(N5 = 1,2 OR 3 AND SELECTED MORE THAN 1 RESPONSE AT N5).

QN7 (2023)

In the **past 7 days**, which of the following was the **main** way you accessed news via radio (either at home or in the car) was it...?

**IF NECESSARY TO CLARIFY AT CODE 2 / INCLUDE AS POP-OUT BOX FOR CODE 2:**

Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.

*Please select one.*

(SINGLE RESPONSE) (READ OUT)

1. via the internet or an app (excluding podcasts)
2. via digital radio (DAB+)
3. via FM or AM radio (but excludes digital radio)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ASK IF QN1=10 SOCIAL MEDIA IS A SOURCE OF NEWS)

QN3 (2022)

Thinking about the news you see on social media or communications websites, does it come from any of the following?

*Please select all that apply.*

(ROTATE 1-7. ANCHOR 8 AND 96) (MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH)

1. Professionally produced news media (e.g. ABC news, Sydney Morning Herald, theguardian.com.au)
2. Official or reputable sources of information (e.g. WHO, government, police)
3. Celebrities or social media influencers

4. Trusted professionals using their personal account not on behalf of their employer or organisation
5. Family or friends
6. Community or special interest group
7. People **you / I** don't know
8. Unknown sources
96. Other (please specify)
98. **(Don't know) / Not sure** (EXCLUSIVE)
99. **(Refused) / Prefer not to say** (EXCLUSIVE)

\*(ASK IF QN1=8,9 OR QN3=1)

QN8 (2023)

Thinking of when you accessed news in the **past 7 days** via

- <PIPE IN RESPONSE(S) FROM QN1(8,9), QN3(1)>

where was that news originally published?

(MULTIPLE RESPONSE)

(DISPLAY CODE FRAME FOR 'NEWS SOURCE 7: 'ONLINE NEWS WEBSITE OR APP')

**(READ OUT)**

*Please select all that apply*

96. Other (please specify)
98. **You / I** don't know the original source of the news articles **you / I** see (EXCLUSIVE)
99. **(Refused) / Prefer not to say** (EXCLUSIVE)

## MODULE L – Recognition of compliance markers

\*(ASK ONLINE ONLY, NOT CATI) (NEW SCREEN) (INTRO)

We'd now like to ask about the Regulatory Compliance Mark (RCM).

\*(ONLINE ONLY, NOT CATI)

(NEW SCREEN)

QL1 (2021)



This symbol is displayed on a range of devices and shows that a product is safe to supply to the Australian market.

Products include telecommunication and radio communication devices (e.g. TV's, mobile phones, cable plugs and sockets).

Which of the following statements best describes you?

*Please select one answer.*

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes, I've seen this symbol and know what it is for
2. Yes, I've seen it but didn't know what it was
3. No, I've never noticed it
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

**END OF MODULE**

## APPENDIX 1: 'news source' LISTS

(PROG: CODEFRAMES FOR QN4 (2023))

'NEWS SOURCE' HEADERS ARE BOLDED BELOW:

### **1. Free-to-air TV**

(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA FOR CODES 9 AND 10)

1. ABC
2. SBS
3. Nine Network
4. Seven Network
5. Network 10
6. WIN
7. Southern Cross Austereo (SCA)
8. Sky News Regional
9. Channel 44 – Adelaide Community Television [Note: Only for SA]
10. Channel 31 - Melbourne Community Television [Note: Only for VIC]
96. Other (please specify)

### **2. Free-to-air TV catch-up or streaming service**

1. ABC iview
2. SBS On Demand
3. 9Now
4. 7Plus
5. 10 play
96. Other (please specify)

### **3. Subscription or Pay TV service (e.g. Foxtel)**

1. Foxtel
96. Other (please specify)

### **4. Radio including online streaming**

(PROG: show 'National' and 'Other' options for all, plus relevant state/territory options).

(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA)

#### National:

1. ABC News Radio
2. ABC Radio National
3. ABC Local Radio
4. Triple J
5. SBS Radio

#### NSW:

1. 2GB
2. Smooth FM
3. WSFM
4. Nova



5. Triple M
6. 2DAY FM
7. KIIS
8. PowerFM
9. Hit Network (e.g. hit106.9 Newcastle, hit105.5 Coffs Coast)
10. KIX Country Radio

VIC:

1. 3AW
2. Gold
3. Smooth FM
4. The Fox
5. Nova
6. KIIS
7. Triple M
8. PowerFM
9. Hit Network (e.g. hit91.9 Bendigo, hit99.5 Sunraysia)

QLD:

1. Nova
2. B105
3. KIIS 97.3
4. Triple M
5. 4BC 882
6. 90.9 Sea FM
7. Hot Tomato
8. Ew start (e.g. Star 101.9 Mackay, Star 102.7 Cairns)
9. Hit Network (e.g., hit103.1 Townsville, hit103.5 Cairns)
10. KIX Country

SA:

1. Mix 102.3
2. FIVEaa
3. Nova
4. Triple M
5. Cruise 1323
6. SAFM
7. Magic FM
8. PowerFM

WA:

1. Nova
2. Mix 94.5
3. 96FM
4. 6PR
5. Triple M
6. Hit Network (e.g. hit95.3 Albany, hit101.3 Broome)

TAS:

1. Hit100.9 Hobart
2. Triple M
3. Sea FM
4. Chilli FM

ACT:

1. Hit 104.7
2. Mix 106.3
3. 2CA
4. 2CC

NT:

1. Hot100FM
2. Mix 104.9
3. Sun 969
4. FlowFM
5. KIX Country Radio

Other:

1. Community radio (please specify)
96. Other (please specify)

**5. A podcast**

1. ABC News Daily/RN Breakfast/AM/PM (ABC)
2. Hack (Triple J)
3. SBS News Updates
4. 9News Podcast
5. 7NEWS Australia Podcast
6. From The Newsroom (news.com.au)
7. Sky News Australia Update
8. Paul Murray Live/The Bolt Report/Credlin (Sky News Australia)
9. Ben Fordham Live/The Ray Hadley Morning Show/Mornings with Neil Mitchell
10. 7am (Schwartz Media)
11. The Briefing (LiSTNR)
12. The Update (Nova)
13. The Daily Aus
14. Squiz Today
15. The Front (The Australian)
16. The Fin (Financial Review)
17. Full Story/Today in Focus (The Guardian)
18. Please Explain (SMH/The Age)
19. Politics with Michelle Grattan (The Conversation)
20. The Quickly (Mamamia)
21. The Daily (The New York Times)
22. The Global News Podcast (BBC)
23. The Journal (The Wall Street Journal)
24. The Matt Walsh Show/The Ben Shapiro Show (The Daily Wire)
25. Democracy Sausage with Mark Kenny
26. Fear and Greed

- 27. The Rubin Report
- 96. Other (please specify)

**6. A print newspaper**

(PROG: show 'National' and 'Other' options for all, plus relevant state/territory options).

(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA)

National

- 1. The Australian Financial Review
- 2. The Australian
- 3. The Saturday Paper

NSW

- 1. The Daily Telegraph
- 2. The Sydney Morning Herald
- 3. The Sun Herald
- 4. Newcastle Herald

VIC:

- 1. The Age
- 2. Herald Sun
- 3. Sunday Herald Sun

QLD:

- 1. The Courier-Mail
- 2. The Sunday Mail (Brisbane)
- 3. Gold Coast Bulletin
- 4. Cairns Post

SA:

- 1. The Advertiser
- 2. The Sunday Mail (Adelaide)

WA:

- 1. The West Australian
- 2. Sunday Times

TAS:

- 1. The Mercury
- 2. The Examiner

ACT

- 1. The Canberra Times

NT:

- 1. Northern Territory News

Other:

- 1. Your local daily newspaper (please specify)

2. Your local paid weekly newspaper (please specify)
3. Your free weekly newspaper (please specify)
96. Other (please specify)

**7. An online news website or app**

1. news.com.au
2. ABC News
3. SBS News
4. Yahoo
5. The Guardian Australia
6. 9News
7. 7NEWS
8. The Australian
9. Sky News Australia
10. Sydney Morning Herald (SMH)
11. The Age
12. Daily Mail
13. Australian Financial Review (AFR)
14. Brisbane Times
15. Perth Now
16. WA Today
17. HeraldSun
18. Crikey
19. The New Daily
20. The Spectator Australia
21. BBC News
22. The New York Times (NYT)
23. The Wall Street Journal
24. Washington Post
25. HuffPost
26. Al Jazeera
27. Rebel News
96. Other (please specify)

**8. An online news aggregator or app, displaying news from multiple online sources**

1. Google News
2. Apple News/Apple News+
3. Microsoft Start
4. Flipboard
5. Feedly
6. Ground News
96. Other (please specify)

**9. An online search engine**

1. Google Search
2. Bing Search
3. DuckDuckGo
4. Yahoo
96. Other (please specify)

**10. A social media or communication website or app**

1. Discord

2. Facebook
3. Facebook Messenger
4. Gettr
5. Instagram
6. Kwai
7. LINE
8. LinkedIn
9. Mastodon
10. Parler
11. Pinterest
12. Reddit
13. Signal
14. Snapchat
15. Telegram
16. TikTok
17. Truth Social
18. Tumblr
19. Twitch
20. Twitter
21. Viber
22. WeChat
23. Weibo
24. WhatsApp
25. YouTube
96. Other (please specify)

**96. Other (e.g. newsletters, blogs, etc) (please specify)**

96. Other (please specify)