

2024 Annual ACMA Consumer Survey #2 – Telco, Scams and Gambling Questionnaire

Date: 13 June 2024

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.
- 'Skipped due to back coding' codes have been added as hidden codes where relevant. These should not be shown to respondents and are for data processing to make it clear where we might need to manually recode data after the coding merge to make the bases correct.
- Questions that were previously part of Survey 1 but have been moved here to Survey 2 this year are indicated with an aqua highlight on the question number. Minor changes at these questions have also been indicated in aqua highlight. Where there are more significant changes a comment has been added to script as new, and the changes have not been marked up.
- Any other questionnaire changes or new content since 2023 are indicated with yellow highlight and strikethrough.

Table 2: Question overview

Qtn #	Year added	
		Introduction
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?
EMPLOY1	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.
A19	2023	How many landline phone services (including VoIP), in total, do you have that you use for personal or business purposes?
TELSTAT3	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).
		Use of services and devices
A1	2017	In the past 6 months, which of the following communication services have you used for personal purposes?
A1a	2024	In the past 6 months, which of the following communication services, if any, have you used to make or send an audio message?
A1b	2024	Please indicate which, if any, of the following communication services you have used in the past 7 days to either make / send or receive calls or messages.

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A1ci	2024	In the past 7 days, for the calls you made, who did you communicate with?
A1cii	2024	In the past 7 days, for the calls you received, who did you communicate with?
A1di	2024	In the past 7 days, for the messages you sent, who did you communicate with?
A1dii	2024	In the past 7 days, for the messages you received, who did you communicate with?
A2	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?
A16	2023	Do you have access to the internet at home via a mobile phone or tablet with a SIM card using the 4G or 5G mobile network?
A14	2022	And is your household internet connection via the NBN?
A17	2023	Do you have a mobile broadband service?
D5	2017	Which of the following devices have you used to access the internet at home or elsewhere in the past 6 months, for personal purposes?
D6	2017	On average, in the past 6 months how often did you use the following devices to access the internet for personal purposes?
D5a	2024	In the past 6 months, which of the following devices have you connected to the internet by tethering the device to a 4G/5G enabled device, also known as hotspotting.
D7	2017	And do you have any of these smart devices, connected to the internet?
D8	2017	Please indicate whether you have done any of the following in the past 6 months at home or elsewhere
		Telco services
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?
QM7a	2024	Who is your current mobile broadband 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?
M38	2024	Are your mobile broadband and mobile phone services bundled on the same bill?
M39	2024	Are your mobile broadband and home internet services bundled on the same bill?
M40	2024	Are your mobile broadband and landline services bundled on the same bill?
M41	2024	Are your mobile broadband, home internet and landline phone services bundled on the same bill?
M42	2024	Are your mobile broadband, home internet and mobile phone services bundled on the same bill?
M43	2024	Are your mobile broadband, landline phone and mobile phone services bundled on the same bill?
M44	2024	Are your mobile broadband, landline phone home internet service, mobile phone services bundled on the same bill?
M1	2021	In the past 12 months, have you contacted your telco provider for any reason?
M1B	2024	Thinking of all the times you contacted your telco provider in the past 12 months, which service or services did this relate to?
M25	2023	On all occasions you have contacted your mobile phone or internet gambling provider, which of the following methods have you used in the past 12 months to contact them?
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?
M4	2021	Thinking about your most recent contact with your telco provider, how did you contact them?
M26	2023	Which is your preferred method for contacting your mobile or home internet service provider (regardless of whether you last used this method or not)?
M3	2021	And thinking only about this most recent contact, which of the following best describes the main reason for this contact?

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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 >?
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?
Use and confidence		
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?
Scams		
B2	2023	In the past 6 months, how often have you received scam telephone calls on your landline?
B3	2023	In the past 7 days , how often have you received scam telephone calls on your landline ?
B4	2023	Approximately, how many scam telephone calls have you received on your landline phone in the past 7 days ?
B5	2023	Are you now receiving more scam calls or fewer scam phone calls on your landline phone , than this time last year ?
B6	2023	In the past 6 months , how often have you received scam telephone calls on your mobile phone ?
B7	2023	In the past 7 days , how often have you received scam telephone calls on your mobile phone ?
B8	2023	Approximately how many scam telephone calls have you received on your mobile phone in the past 7 days ?
B9	2023	Are you now receiving more scam calls or fewer scam phone calls on your mobile phone , than this time last year ?
B10	2023	Which of the following actions do you take, if any, to avoid or minimise scam calls ?
B11	2023	In the past 6 months , how often have you received scam SMS ?
B12	2023	In the past 7 days , how often have you received scam SMS ?
B13	2023	Approximately how many scam SMS have you received in the past 7 days ?
B14	2023	And are you now receiving more scam SMS or fewer 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
B15a	2024	Thinking of your most recent scam SMS, what was the nature of the scam?
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 past 6 months, how often have you received scam emails to your inbox?
B17	2023	In the past 7 days , how often have you received scam emails to your inbox?
B18	2023	Approximately how many scam emails have you received in the past 7 days

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B19	2023	In the past 6 months , how often you have seen or encountered scams on a website or app ?
B20	2023	In the past 7 days , across all websites and apps you have used, how often you have seen or encountered scams on a website or app ?
B20a	2024	In the past 7 days, have you seen or encountered any scams on websites or apps commonly used for communication and social media, and if yes, where did you see a scam?
B21	2023	Approximately, how many scams on a website or app have you encountered in the past 7 days ?
B22	2023	Which of the following actions have you taken, if any, to avoid or minimise seeing scams on websites or apps?
		Gambling
K1	2017	Please indicate which, if any, of the following online gambling activities you have undertaken in the past 6 months .
K5	2021	Did you make any in-play bets during any of your sports-related online gambling activities in the past 6 months ? That is placing bets online after the event has started.
K6	2021	In the past 6 months , have you used any offshore betting sites or apps? Offshore in this case means an operator based outside of Australia.
K7	2021	On average, how often do you currently gamble online?
K8	2024	On average, how often do you currently gamble online?
K9	2024	Are you aware of BetStop – the national self-exclusion register?
K10	2024	How did you first hear about BetStop – the national self-exclusion register?
		Recognition of compliance markers
L1	2021	Which of the following statements best describes you?
		Closing demographics
QJ5	2024	What is your household's combined annual income from all sources, before tax...?

INTRO

*(ALL)

ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR SCALE QUESTIONS

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

*(LIFE IN AUSTRALIA™ SAMPLE)

ACMA

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.

Some response options in this survey have additional text to assist understanding. I may read out some additional definitions for you throughout the survey.

*(ALL) *(PROGRAMMER NOTE: DO NOT ASK, IMPUTE 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, IMPUTE 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 = 98-99, 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

MODULE A / D – Use of services and devices

(NEW SCREEN)

*(ALL) <35 SECONDS>

QA1 (2017)

In the **past 6 months**, which of the following communication services have you **used for personal purposes**?

This includes sending, making and / or receiving calls and messages.

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 4 PUBLIC PAYPHONE FIRST; DISPLAY CODE 2 AND 3 TOGETHER; 13 AND 14 TOGETHER; 11, 12, AND 10 TOGETHER) (WHEN ROTATING WITHIN GROUPS, FIX ORDER WITHIN GROUPS LIKE THIS: CODE 2 THEN 3, CODE 13 THEN 14, CODE 10, CODE 12 THEN CODE 11) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH).

- 4. Public payphone
- 1. Landline (home) telephone for **calls**
- 2. Mobile phone for **calls**
- 3. Mobile phone for **texts (SMS)**
- 13. Tablet, computer or other internet enabled device for **calls**
- 14. Tablet, computer or other internet enabled device for **texts (SMS)**

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- 10. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)
- 12. App for video calls (e.g. Messenger, WhatsApp, FaceTime)
- 11. App for messages (e.g. Messenger, WhatsApp, Instagram)
- 7. Email
- 97. None of these (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

(ASK IF A1 = 3, 14, 11, USED MOBILE FOR TEXT, TABLET FOR TEXTS, APP FOR MESSAGES. ONLY DISPLAY SERVICES HAVE USED)
QA1a (2024)

In the **past 6 months**, which of the following communication services, if any, have you used to **make or send** an audio message **for personal purposes**?

Audio or voice messaging is sending or recording your voice instead of writing a message. Also called 'voice notes' or 'voice memos', these short audio files can be sent instantly via a text message or messaging app. This does not include leaving a voicemail audio message after an unanswered call.

Please select all that apply.

(MULTIPLE RESPONSE) (READ OUT)

- 3. Mobile phone for **texts (SMS)**
- 14. Tablet, computer or other internet enabled device for **texts (SMS)**
- 11. App for messages (e.g. Messenger, WhatsApp, Instagram)
- 95. I haven't made or sent an audio message in the past 6 months (EXCLUSIVE)
- 96. I have never made or sent an audio message (EXCLUSIVE)
- 97. None of these (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

(QA1 = 1, 2, 3, 10, 11, 12, 13, 14 , USED A SERVICE AT A1 THAT WAS NOT PAYPHONE OR EMAIL, ONLY SHOW SERVICES THEY HAVE USED)
QA1b (2024)

Now thinking about the communication services you used in the **past 7 days for personal purposes**.

Please indicate which, if any, of the following communication services you have used in the **past 7 days** to either **make / send** or **receive** calls or messages.

(STATEMENTS) (ROTATE STATEMENTS WITHIN THE FOLLOWING GROUPS: DISPLAY STATEMENT 4 PUBLIC PAYPHONE FIRST; DISPLAY STATEMENTS 2 AND 3 TOGETHER; 13 AND 14 TOGETHER; 11, 12, AND 10 TOGETHER) (WHEN ROTATING WITHIN GROUPS, FIX ORDER WITHIN GROUPS LIKE THIS: CODE 2 THEN 3, CODE 13 THEN 14, CODE 10, CODE 12 THEN CODE 11) (ONLY SHOW STATEMENTS IF SELECTED AT QA1)

- 1. Landline (home) telephone for **calls**

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2. Mobile phone for **calls**
13. Tablet, computer or other internet enabled device for **calls**
3. Mobile phone for **texts (SMS)**
14. Tablet, computer or other internet enabled device for **texts (SMS)**
11. App for messages (e.g. Messenger, WhatsApp, Instagram)
12. App for video calls (e.g. Messenger, WhatsApp, FaceTime)
10. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)

(RESPONSE FRAME) (MULTIPLE RESPONSE)

1. **Made or sent**
2. **Received**
3. **None** in the past 7 days *(EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QA1b_1=1 OR QA1b_2=1 OR QA1b_13=1 OR QA1b_10=1 OR QA1b_12=1, USED LANDLINE, MOBILE, TABLET OR APP TO MAKE CALLS IN P7D)
QA1ci. (2024)

In the **past 7 days**, for the **calls you made**, who did you communicate with?

(STATEMENTS) (ONLY SHOW STATEMENTS IF QA1b=1 FOR THAT STATEMENT)

1. Landline (home) telephone for **calls**
2. Mobile phone for **calls**
13. Tablet, computer or other internet enabled device for **calls**
10. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)
12. App for video calls (e.g. Messenger, WhatsApp, FaceTime)

(RESPONSE FRAME) (MULTIPLE RESPONSE)

1. Your parents
2. Your children
3. Your grandparents
4. Other relatives
5. Your wife / husband / partner
6. Friends
7. Work colleagues
8. Professional organisations or businesses (e.g. medical or utilities)
9. Acquaintances or someone you / I don't know very well
96. Other

OFFICIAL

- 97. None of these (EXCLUSIVE)*
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QA1ci_1=96 OR QA1ci_2=96 OR QA1ci_13=96 OR QA1ci_10=96 OR QA1ci_12=96, MADE A CALL TO 'OTHER' PERSON P7D)

QA1ci_oth You indicated that you made a call to another person in the past 7 days.

For the below communication service/s, could you please specify who you communicated with?

- 1. Landline (home) telephone *(ONLY SHOW IF QA1ci_1=96)
- 2. Mobile phone *(ONLY SHOW IF QA1ci_2=96)
- 3. Tablet, computer or other internet enabled device *(ONLY SHOW IF QA1ci_13=96)
- 4. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)
*(ONLY SHOW IF QA1ci_10=96)
- 5. App for video calls (e.g. Messenger, WhatsApp, FaceTime)
*(ONLY SHOW IF QA1ci_12=96)

*(QA1b_1=2 OR QA1b_2=2 OR QA1b_13=2 OR QA1b_10=2 OR QA1b_12=2, RECEIVED CALLS ON A LANDLINE, MOBILE, TABLET OR APP IN P7D)

QA1cii. (2024)

In the **past 7 days**, for the **calls you received**, who did you communicate with?

(STATEMENTS) (ONLY SHOW STATEMENTS IF QA1b=2 FOR THAT STATEMENT)

- 1. Landline (home) telephone for **calls**
- 2. Mobile phone for **calls**
- 13. Tablet, computer or other internet enabled device for **calls**
- 10. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)
- 12. App for video calls (e.g. Messenger, WhatsApp, FaceTime)

(RESPONSE FRAME) (MULTIPLE RESPONSE)

- 1. Your parents
- 2. Your children
- 3. Your grandparents
- 4. Other relatives
- 5. Your wife / husband / partner
- 6. Friends
- 7. Work colleagues
- 8. Professional organisations or businesses (e.g. medical or utilities)
- 9. Acquaintances or someone you / I don't know very well
- 96. Other
- 97. None of these (EXCLUSIVE)*

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

*(QA1cii_1=96 OR QA1cii_2=96 OR QA1cii_13=96 OR QA1cii_10=96 OR QA1cii_12=96, RECEIVED A CALL FROM 'OTHER' PERSON P7D)

QA1cii_oth You indicated that you received a call from another person in the past 7 days.

For the below communication service/s, could you please specify who you communicated with?

- 1. Landline (home) telephone *(ONLY SHOW IF QA1cii_1=96)
- 2. Mobile phone *(ONLY SHOW IF QA1cii_2=96)
- 3. Tablet, computer or other internet enabled device *(ONLY SHOW IF QA1cii_13=96)
- 4. App for voice calls (e.g. Messenger, WhatsApp, FaceTime)
*(ONLY SHOW IF QA1cii_10=96)
- 5. App for video calls (e.g. Messenger, WhatsApp, FaceTime)
*(ONLY SHOW IF QA1cii_12=96)

*(QA1b_3=1 OR QA1b_14=1 OR QA1b_11=1, USED MOBILE, TABLET OR APP TO SEND MESSAGES IN P7D)

QA1di (2024).

In the **past 7 days**, for the **messages you sent**, who did you communicate with?

(STATEMENTS) (ONLY SHOW STATEMENTS IF QA1b=1 FOR THAT STATEMENT)

- 3. Mobile phone for **texts (SMS)**
- 14. Tablet, computer or other internet enabled device for **texts (SMS)**
- 11. App for messages (e.g. Messenger, WhatsApp, Instagram)

(RESPONSE FRAME) (MULTIPLE RESPONSE)

- 1. Your parents
- 2. Your children
- 3. Your grandparents
- 4. Other relatives
- 5. Your wife / husband / partner
- 6. Friends
- 7. Work colleagues
- 8. Professional organisations or businesses (e.g. medical or utilities)
- 9. Acquaintances or someone **you / I** don't know very well
- 96. Other
- 97. None of these (EXCLUSIVE)*
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

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*(QA1di_3=96 or QA1di_14=96 OR QA1di_11=96, SENT A MESSAGE TO OTHER PERSON P7D)
QA1di_oth You indicated that you sent a message to another person in the past 7 days.

For the below communication service/s, could you please specify who you communicated with?

1. Mobile phone *(ONLY SHOW IF QA1di_3=96)
2. Tablet, computer or other internet enabled device *(ONLY SHOW IF QA1di_14=96)
3. App for messages (e.g. Messenger, WhatsApp, Instagram) *(ONLY SHOW IF QA1di_11=96)

*(QA1b_3=2 OR QA1b_14=2 OR QA1b_11=2, USED MOBILE, TABLET OR APP TO SEND MESSAGES IN P7D)
QA1dii. (2024)

In the **past 7 days**, for the **messages you received**, who did you communicate with?

(STATEMENTS) (ONLY SHOW STATEMENTS IF QA1b=2 FOR THAT STATEMENT)

3. Mobile phone for **texts (SMS)**
14. Tablet, computer or other internet enabled device for **texts (SMS)**
11. App for messages (e.g. Messenger, WhatsApp, Instagram)

(RESPONSE FRAME) (MULTIPLE RESPONSE)

1. Your parents
2. Your children
3. Your grandparents
4. Other relatives
5. Your wife / husband / partner
6. Friends
7. Work colleagues
8. Professional organisations or businesses (e.g. medical or utilities)
9. Acquaintances or someone **you / I** don't know very well
96. Other
97. None of these (EXCLUSIVE)*
98. **(Don't know)** / **Not sure** (EXCLUSIVE)
99. **(Refused)** / **Prefer not to say** (EXCLUSIVE)

*(QA1dii_3=96 or QA1dii_14=96 OR QA1dii_11=96, SENT A MESSAGE TO OTHER PERSON P7D)
QA1dii_oth You indicated that you received a message from another person in the past 7 days.

For the below communication service/s, could you please specify who you communicated with?

1. Mobile phone *(ONLY SHOW IF QA1dii_3=96)

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2. Tablet, computer or other internet enabled device *(ONLY SHOW IF QA1dii_14=96)
QA1dii_14=96)
3. App for messages (e.g. Messenger, WhatsApp, Instagram) *(ONLY SHOW IF QA1dii_11=96)

*(ALL)

QA2_INTRO We'd now like to ask you some questions about how you use the internet.

*(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 NBN / INCLUDE AS POP-OUT BOX / Hover over FOR NBN

Most NBN connections require a utility box fixed outside your premises and use an 'NBN connection box' installed inside your premises that connects to your computer router/modem.

NBN internet or phone includes FTTP, FTTN, FTTB, FTTC or HFC. Fixed wireless or satellite can also be on the NBN. ADSL internet is not available on the NBN.

Please select one answer.

(SINGLE RESPONSE)

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

*(ASK ALL)

QA16 (2023)

Do you have access to the internet at home **via a mobile phone or tablet** with a SIM card using the 4G or 5G mobile network?

Please select one answer.

(SINGLE RESPONSE)

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

*(QA2=1, HAS INTERNET ACCESS)

QA14 (2022)

And is your household internet connection via the NBN?

IF NECESSARY TO CLARIFY NBN / Updated. Thanks.

Most NBN connections require a utility box fixed outside your premises and use an 'NBN connection box' installed inside your premises that connects to your computer router/modem.

NBN internet or phone includes FTTP, FTTN, FTTB, FTTC or HFC. Fixed wireless or satellite can also be on the NBN. ADSL internet is not available on the NBN.

Please select one answer.

(SINGLE RESPONSE)

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

*(QA2=1, HAS INTERNET ACCESS)

QA17 (2023)

Do you have a mobile broadband service?

This **includes** a dongle, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data-only SIM card. This **excludes** using the internet on your mobile phone.

IF NECESSARY TO CLARIFY MOBILE BROADBAND / INCLUDE AS POP-OUT BOX FOR 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.

Please select one answer.

(SINGLE RESPONSE)

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

*(ALL) <40 SECONDS>

QD5 (2017)

Which of the following devices have you **used to access the internet at home or elsewhere** in the **past 6 months**, for personal purposes?

Please select all that apply.

IF NECESSARY TO CLARIFY AT CODE 9 / INCLUDE AS POP-OUT BOX FOR CODE 9

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR) (e.g. Foxtel IQ, Fetch box)
11. Digital media player or streaming device (e.g. TelstraTV, Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick, Hubbl device)
12. You / I haven't used any devices to access the internet in the past 6 months
96. Something else (please specify)
97. None of the above (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY USING STANDARD STATEMENT ONE-BY-ONE DISPLAY)

*(QD5=1 THRU 11 OR 96, USED DEVICE TO ACCESS INTERNET) <55 SECONDS>

QD6 (Revised B6 in Survey 1)

On average, in the **past 6 months how often** did you use the following devices to access the internet for **personal purposes**?

Please select one answer.

(STATEMENTS) (ROTATE)

(ONLY SHOW STATEMENTS SELECTED AT QD5)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. an iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR), (e.g. Foxtel IQ, Fetch)

OFFICIAL

11. Digital media player or streaming device (e.g. TelstraTV, Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick, Hubbl device)
96. <INSERT QD5 code 96 response> (FIXED)

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

1. Multiple times a day
2. Once a day
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(QD5 = 1 THRU 11 OR 96 USE A DEVICE AT QD5)
QD5a (2024)

And in the **past 6 months**, did you connect any of the following devices to the internet by tethering, also known as 'hotspotting'?

Tethering uses data from a 4G/5G enabled device such as a mobile phone to provide internet access. Different ways to tether include via Bluetooth, Wi-Fi and USB.

Please select all that apply.

(ONLY SHOW STATEMENTS SELECTED AT QD5) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

IF NECESSARY TO CLARIFY AT CODE 9 / INCLUDE AS POP-OUT BOX FOR CODE 9

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR) (e.g. Foxtel IQ, Fetch box)
11. Digital media player or streaming device (e.g. TelstraTV, Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick, Hubbl device)
96. <INSERT OTHER RESPONSE FROM D5>

OFFICIAL

- 95. You / I haven't connected any devices to the internet by tethering or hotspotting in the **past 6 months**(EXCLUSIVE)
- 97. You / I have never connected any devices to the internet by tethering or hotspotting (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say *(EXCLUSIVE)

*(ASK ALL) <34 SECONDS>

QD7 (2017)

Do you have any of these **smart devices, connected to the internet?**

By smart devices we mean appliances and gadgets which can be connected to the internet, either via a fixed internet connection, WiFi or through Bluetooth, but excludes computers, tablets and mobile phones.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ROTATE POSITION OF CODES 1 TO 14; ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 10 AND 13 TOGETHER; DISPLAY CODE 3, 11 AND 12 TOGETHER) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH, UNLESS QR SAYS THEY HAVE NO SMART DEVICES) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)

- 3. Wearable devices (e.g. smart watches, or a FitBit)
- 10. Voice controlled smart speakers (e.g. Google Home, Amazon Echo or Apple HomePod)
- 11. GPS tracking tag or device
- 12. Bluetooth tracking tag or device (e.g. Apple Airtag, Tile)
- 13. Smart Display (e.g. Google Nest Hub)
- 14. Smart home appliances (e.g., security, lighting, heating/cooling/air treatment, kitchen or laundry, vacuum, pet related technology etc.)
- 96. Something else (please specify)
- 97. You / I don't have any smart devices connected to the internet (EXCLUSIVE)
- 98. (Don't know) / Not sure (EXCLUSIVE)
- 99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY AS STANDARD GRID)

*(ALL) <54 SECONDS>

QD8 (2017)

*(DISPLAY FOR ONLINE) Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

*(DISPLAY FOR CATI) I am now going to read out a range of internet-based activities. Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

Please select one answer per activity.

Below is a range of internet-based activities.

(STATEMENTS) (ROTATE) (CODE S TO ALWAYS FOLLOW CODE R) (PLEASE GROUP STATEMENTS E AND F AND ROTATE AS A GROUP, AND GROUP STATEMENTS P AND Q AND ROTATE AS A GROUP)

- e. Selling goods or services online
- f. Buying goods or services online
- o. Accessing news and information online
- p. Working online from home
- q. Studying online from home
- r. Telehealth consultation with a doctor, psychologist, or other medical/health professional, via video conferencing, phone or emails
- s. Legal, financial or other professional consultation online (excludes medical) *[FOLLOW CODE r]
- u. Video conferencing or video calling via an app or web-based service (e.g. Zoom, Skype or Microsoft Teams)
- v. Accessing government services using app, not through a website browser such as Chrome or Safari (e.g. apps may include MyGov, Express Plus, Medicare, and state based apps like Service Victoria and Service NSW).

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

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

MODULE M – Telco contact

*(ALL)

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

*(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.

IF NECESSARY TO CLARIFY 'MOBILE BROADBAND' AT CODE 4 / INCLUDE AS POP-OUT BOX FOR MOBILE BROADBAND AT CODE 4:

Mobile broadband includes dongles, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data only SIM card.

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** 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 or 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 /

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. 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.)
- 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 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

OFFICIAL

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. Lightning broadband
24. Mate.
25. Moose
26. More
27. MyOwn Tel
28. Optus
29. Origin
30. Pennytel
31. SkyMesh
32. Southern phone
33. Spintel
34. Start
35. StarNet
36. Sumo
37. Superloop
38. Tangerine
39. TasmaNet
40. Telstra
41. Tomi
42. TPG
43. Uniti
44. Vodafone
45. Westnet
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QA18=1 AND QA21_a=1, 2, 98, 99, USE LANDLINE AND LANDLINE SERVICE IS NOT A BUSINESS PLAN)

QM21 (2023)

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

OFFICIAL

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 / SHOW ON SCREEN 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. Lightning broadband
23. Mate.
24. Mint
25. Moose
26. More
27. MyOwn Tel
28. Optus
29. Origin
30. Pennytel
31. SkyMesh
32. Southern phone

OFFICIAL

33. Spintel
34. Start
35. StarNet
36. Sumo
37. Superloop
38. Tangerine
39. TasmaNet
40. Telstra
41. Tomi
42. TPG
43. Uniti
44. Vodafone
45. 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 A18 = 4, USE MOBILE BROADBAND)
QM7a (2024)

Who is your current **mobile broadband service provider**, used for personal purposes?

This includes 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 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 mobile broadband 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 (QM6 AND QM21 DO NOT MATCH) AND (QM7 AND QM21 DO NOT MATCH) AND (QM6 AND QM7A DO NOT MATCH) (AND QM7 AND QM7A DO NOT MATCH), SAME PROVIDER ONLY FOR MOBILE PHONE AND HOME INTERNET) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7 AND QM21 MATCH) AND (QM7 AND QM6 DO NOT MATCH) AND (QM21 AND QM6 DO NOT MATCH) AND (QM7 AND QM7A DO NOT MATCH) AND (QM21 AND QM7A DO NOT MATCH, SAME PROVIDER ONLY FOR MOBILE PHONE AND LANDLINE) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

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

OFFICIAL

- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say
- 100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM6 AND QM21 MATCH) AND (QM6 AND QM7 DO NOT MATCH) AND (QM21 AND QM7 DO NOT MATCH) AND (QM6 AND QM7A DO NOT MATCH) AND (QM21 AND QM7A DO NOT MATCH, SAME PROVIDER ONLY FOR HOME INTERNET AND LANDLINE) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

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
- 100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM6 AND QM7 AND QM21 MATCH) AND (QM6 AND QM7A DO NOT MATCH) AND (QM7 AND QM7A DO NOT MATCH) AND (QM21 AND QM7A DO NOT MATCH), SAME PROVIDER FOR MOBILE, HOME INTERNET AND LANDLINE, BUT NOT FOR MOBILE BROADBAND) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

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
- 100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

OFFICIAL

*(ASK IF (QM7A AND QM7 MATCH) AND (QM7A AND QM21 DO NOT MATCH) AND (QM7 AND QM21 DO NOT MATCH) AND (QM7A AND QM6 DO NOT MATCH), AND (QM7 AND QM6 DO NOT MATCH, SAME PROVIDER ONLY FOR MOBILE BROADBAND AND MOBILE PHONE)
(PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM38 (2024)

Are your mobile broadband and mobile 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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7A AND QM6 MATCH) AND (QM7A AND QM21 DO NOT MATCH) AND (QM6 AND QM21 DO NOT MATCH) AND (QM7A AND QM7 DO NOT MATCH) AND (QM6 AND QM7 DO NOT MATCH, SAME PROVIDER ONLY FOR MOBILE BROADBAND AND HOME INTERNET)
(PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM39 (2024)

Are your mobile broadband 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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7A AND QM21 MATCH) AND (QM7A AND QM6 DO NOT MATCH) AND (QM21 AND QM6 DO NOT MATCH) AND (QM7A AND QM7 DO NOT MATCH) AND (QM21 AND QM7 DO NOT MATCH, SAME PROVIDER ONLY FOR MOBILE BROADBAND AND LANDLINE) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM40 (2024)

OFFICIAL

Are your mobile broadband and landline 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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7A AND QM6 AND QM21 MATCH) AND (QM7A AND QM7 DO NOT MATCH) AND (QM6 AND QM7 DO NOT MATCH) AND (QM21 AND QM7 DO NOT MATCH), SAME PROVIDER FOR MOBILE BROADBAND, HOME INTERNET AND LANDLINE, BUT NOT FOR MOBILE PHONE) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM41 (2024)

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

Please select one answer.

(SINGLE RESPONSE) (PROBE TO FRAME)

1. Mobile broadband and internet service
2. Mobile broadband and landline phone
3. Internet service and landline phone
4. Mobile broadband, 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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7A AND QM6 AND QM7 MATCH) AND (QM7A AND QM21 DO NOT MATCH) AND (QM6 AND QM21 DO NOT MATCH) AND (QM7 AND QM21 DO NOT MATCH), SAME PROVIDER FOR MOBILE BROADBAND, HOME INTERNET AND MOBILE PHONE, BUT NOT FOR LANDLINE) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM42 (2024)

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

Please select one answer.

(SINGLE RESPONSE) (PROBE TO FRAME)

OFFICIAL

1. Mobile broadband and internet service
2. Mobile broadband and mobile phone
3. Internet service and mobile phone
4. Mobile broadband, internet service and mobile phone
97. None are bundled on the same bill
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF (QM7A AND QM21 AND QM7 MATCH) AND (QM7A AND QM6 DO NOT MATCH) AND (QM21 AND QM6 DO NOT MATCH) AND (QM7 AND QM6 DO NOT MATCH), SAME PROVIDER FOR MOBILE BROADBAND, LANDLINE PHONE AND MOBILE PHONE, BUT NOT HOME INTERNET) (PROGRAMMER: PLEASE MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE IN THE QUESTIONNAIRE)

QM43 (2024)

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

Please select one answer.

(SINGLE RESPONSE) (PROBE TO FRAME)

1. Mobile broadband and mobile phone
2. Mobile broadband and landline phone
3. Landline phone and mobile phone
4. Mobile broadband, landline phone and mobile phone
97. None are bundled on the same bill
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF QM7a, QM6, QM7 AND QM21 MATCH, SAME PROVIDER FOR MOBILE BROAD BAND, MOBILE PHONE, INTERNET AND LANDLINE PROVIDER. MATCH BY PROVIDER NAME, NOT BY NUMBER/CODE)

QM44 (2024)

Are your mobile broadband, landline phone, home internet service, or mobile phone services bundled on the same bill?

Please select one answer.

(SINGLE RESPONSE) (PROBE TO FRAME)

1. Mobile broadband and mobile phone
2. Mobile broadband and landline phone

OFFICIAL

3. Mobile broadband and home internet service
4. Mobile broadband, mobile phone, and landline phone
5. Mobile broadband, landline phone and home internet service
6. Mobile phone and internet service
7. Mobile phone and landline phone
8. Internet service and landline phone
9. Mobile phone, internet service and landline phone
10. Mobile broadband, home internet service, and mobile phone
11. Mobile broadband, landline phone, home internet service, and mobile phone
97. None are bundled on the same bill
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

(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, landline phone, mobile broadband or home internet service provider**.

*(QA2=1, OR QM7=1 THRU 96 M21=1 THRU 96, QM7a=1 THRU 96, HAVE INTERNET ACCESS OR HAVE MOBILE PHONE PROVIDER OR HAVE LANDLINE PROVIDER OR MOBILE BROADBAND PROVIDER)

QM1 (2021)

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

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 P12M) (IF RESPONDENT ONLY HAS ONE OF EITHER QM7=1-96 OR QM21=1-96 OR QA2=1-96 OR QM7A=1-96, PLEASE AUTOCODE WITH THAT SERVICE. I.E. IF RESPONDENT ONLY HAS QM7=1-96 THEN PLEASE AUTOCODE AS CODE 1, IF RESPONDENT ONLY HAS QM21=1-96 THEN PLEASE AUTOCODE AS CODE 2, IF RESPONDENT ONLY HAS QA2=1-96 THEN PLEASE AUTOCODE AS CODE 3, AND IF RESPONDENT ONLY HAS QM7A=1-96 THEN PLEASE AUTOCODE AS CODE 4)

QM1b (2024)

OFFICIAL

Thinking of all the times you contacted your telco provider in the **past 12 months**, which service or services did this relate to?

Please select all that apply

(MULTIPLE RESPONSE)

1. Mobile phone (ONLY SHOW IF QM7=1-96, HAVE MOBILE PHONE PROVIDER)
2. Landline phone (ONLY SHOW IF QM21=1-96, HAVE LANDLINE PROVIDER)
3. Home internet (ONLY SHOW IF QA2=1, HAVE INTERNET)
4. Mobile broadband (ONLY SHOW IF QM7A=1-96, HAVE MOBILE BROADBAND PROVIDER)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QM1b=1 or 3, CONTACTED MOBILE OR HOME INTERNET PROVIDER)

QM25_INTRO

The following questions are **only** about your mobile phone and home internet service provider.

NEW SCREEN

*(QM1b=1 or 3, CONTACTED MOBILE OR HOME INTERNET PROVIDER)

QM25 (2023)

On all occasions you have contacted your mobile phone or home internet service provider in the **past 12 months**, which of the following methods have you used 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. X (formerly 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)

*(QM6=1-96 AND QM7=1-96 AND QM1b=1 AND QM1b=3, HAVE MOBILE AND INTERNET PROVIDER AND CONTACTED MOBILE AND INTERNET PROVIDERS IN P12M)

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

OFFICIAL

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 RESPONSEM) (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

*(QM1b=1 or 3, CONTACTED MOBILE OR HOME INTERNET 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. X (formerly 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 OF THOSE WITH A MOBILE OR HOME INTERNET PROVIDER) (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)

OFFICIAL

Which is your **preferred method** for contacting your mobile or home internet service provider (regardless of whether you last 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. X (formerly Twitter) or Facebook)
8. Telco provider's app
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QM1b=1 or 3, CONTACTED MOBILE OR HOME INTERNET 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
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ANY OF QA21_b-d= 1, HAVE SERVICE IN THEIR NAME)
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 the 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 telco provider
2. You / I changed your / my plan but stayed with the same telco provider
3. You / I started a new plan for a service you / I didn't have before
97. No changes to your / my plan/s or telco 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 NEXT MODULE

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

*(SERVICE VARIABLE=1 OR 2)

QM30_intro The following questions will ask about either your mobile phone service or home internet service only.

If your services are bundled, please think about them as an overall service.

*([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)

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- 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)

You indicated that you have experienced a service outage at least once in the past 12 months.

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 REVERSED USING S_ORDER:

*(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 / SHOW ON SCREEN :

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)

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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 / SHOW ON SCREEN :

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 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

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- 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,).
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, 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

*(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. Do not include spam SMS from a business or brand that you did not agree to receive but are not a scam.

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

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- 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. Do not include spam SMS from a business or brand that you did not agree to receive but are not a scam.

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 (e.g. Truecaller, Whoscall, Calls blacklist, Key Messages)
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)

*(B12=1 THRU 4, RECEIVED SCAM SMS IN PAST 7 DAYS)

QB15a (2024)

Thinking of your most recent scam SMS, what was the nature of the scam?

Please select all that apply.

(MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH) (RANDOMISE 1-11)

1. Dating or romance – fake profile, asking for money, gifts
2. Investing or betting, cryptocurrency scheme
3. Buying or selling products or services, or payment issues
4. Job and employment – misleading jobs or training
5. Threat or extortion – to people, identity, reputation, computer access, ransomware etc

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6. Attempts to gain your personal information (e.g. for the purposes of identity theft, hacking etc.)
7. Unexpected money – inheritance or rebate
8. Unexpected winnings – lottery or competition
9. Fake charity
10. Overdue bill or fine
11. Impersonating a known person, business or organisation
96. Other (please specify)
95. Don't know the nature, as I have ignored/deleted before I could find out (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 / t 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** to your inbox? (Not including scam emails that go directly to your spam or junk folder). Please include emails you knew or suspected were scam emails.

Do not include 'spam' emails from a business or brands that are not scams but you did not agree to receive, or emails you now receive after making a purchase or using a service.

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).
QB17 (2023)

In the **past 7 days**, how often have you received **scam emails** to your inbox? (Not including scam emails that go directly to your spam or junk folder). Please include all emails you knew or suspected were scam emails.

Do not include 'spam' emails from a business or brands that are not scams but you did not agree to receive, or emails you now receive after making a purchase or using a service.

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

AUTOCODE INSTRUCTIONS FOR QB18:

(PROGRAMMER: AUTOCODE QB18 IF QB17=2, 4, 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=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)

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*(B17=1 THRU 4, 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)

You said you have encountered scams on websites or apps.

In the **past 7 days**, across all websites and apps you have used, how often you have seen or encountered **scams on a website or app**?

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Please include all that 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
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

*(B20=1 THRU 4, SEEN SCAMS ON WEBSITE OR APP IN PAST 7 DAYS)
QB20a (2024)

You said you have encountered scams on websites or apps.

In the **past 7 days**, on which of the following websites or apps did you see a scam?

Just include scams seen on the real website or app. Do not include fake versions of websites or apps that were sent to you via email, SMS etc.

Please select all that apply.

(MULTIPLE RESPONSE) (DISPLAY CODES 1-20 IN ALPHABETICAL ORDER, FIX ORDER OF 96 AT END)(READ OUT)

1. Facebook
2. Facebook Messenger
3. YouTube
4. Instagram
5. WhatsApp
6. FaceTime
7. TikTok
8. Snapchat
9. LinkedIn
10. Reddit
11. X (formerly Twitter)
12. Pinterest
13. Zoom
14. Discord
15. Microsoft Teams
16. WeChat

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17. Telegram
18. Signal
19. Skype
20. Twitch
96. Some other website or app (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

AUTOCODE INSTRUCTIONS FOR QB21:

(PROGRAMMER: AUTOCODE QB21 IF QB20=2, 4, 95, 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 1-7)

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
7. You / I reported scam to authorities (e.g. National Anti-Scam Centre, the police, ReportCyber, other government or industry bodies)
96. Other (please specify)
95. None / no action (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

MODULE K – Gambling

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

The following questions are about a range of online gambling activities.

(NEW SCREEN)

*(ASK ALL)

QK1 (2018)

Please indicate which, if any, of the following **online** gambling activities you have undertaken in the **past 6 months**.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'NONE')
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Lottery (e.g. Oz Lotto or Powerball)
2. Lottoland or a similar service betting on results of the financial market indices
3. Pokies/slots
4. Sports betting (e.g. betting on football) **excluding** horse or dog racing or e-sports
5. Betting on fantasy sports
6. Betting on racing (e.g. horse, harness or dog races)
7. Poker
8. Casino style table games (excluding poker)
9. Betting on e-sports
10. Instant scratch tickets purchased online
11. Betting on non-sporting events (e.g. elections, TV shows or award ceremonies)
96. Other (please specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QK1=4, 5, 6, 9, PARTICIPATED IN SPORTS-RELATED GAMBLING ACTIVITY ONLINE IN PAST 6 MONTHS)

QK5 (2021)

Did you make any in-play bets during any of your sports-related online gambling activities in the **past 6 months**? That is placing bets online after the event has started.

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(QK1=1 THRU 96 OR 98, GAMBLING ACTIVITY OR DON'T KNOW)

QK6 (2021)

In the **past 6 months**, have you used any offshore betting sites or apps? Offshore in this case means an operator based outside of Australia.

The use of offshore gambling sites and apps is not illegal. Please note this survey is anonymous and your responses are valuable.

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes, you've / I've used an offshore betting site
2. No, you / I haven't used an offshore betting site
3. You're / I'm not sure where the website or app you / I used was based
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QK1=1 THRU 96 OR 98, GAMBLING ACTIVITY OR DON'T KNOW)

QK7 (2021)

On average, how often do you **currently** gamble online?

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Multiple times a day
2. Once a day
3. Several times a week
4. Weekly
5. Fortnightly
6. Less often than monthly
97. You / I don't currently gamble online
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

OFFICIAL

*(QK1=1 THRU 96, ONLINE GAMBLING ACTIVITY)

QK8 (2024)

What steps, if any, have you taken to gamble less online?

Please all that apply.

(RESPONSE FRAME) (MULTIPLE RESPONSE) (ROTATE 1-7, FIX CODE 96 AT THE BOTTOM OF 1-7, BUT ABOVE 9 AND 97) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Spoken to a health professional such as a GP or counsellor
2. Spoken to family and friends
3. Put a block on a credit card or bank account
4. Avoided events where gambling occurs
5. Watched less sports content
6. Set a deposit limit to restrict how much money can be lost
7. Registered with BetStop – the National Self-Exclusion Register
96. Other (please specify)
9. You / I have taken no steps to gamble less online*(EXCLUSIVE)
97. You / I don't currently gamble online *(EXCLUSIVE)
98. (Don't know) / Not sure *(EXCLUSIVE)
99. (Refused) / Prefer not to say *(EXCLUSIVE)
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE ONLY)

*(ASK IF QK1=1 THRU 96, BUT AUTOCODE AS 1 'YES' IF QK8=7, REGISTERED WITH BETSTOP)

QK9 (2024)

Are you aware of BetStop – the National Self-Exclusion Register?

Please select one answer

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF QK9=1 AWARE OR USE BETSTOP REGISTER)

QK10 (2024)

How did you first hear about BetStop – the National Self-Exclusion Register?

Please all that apply.

(RESPONSE FRAME) (MULTIPLE RESPONSE) (ROTATE 1-7) (READ OUT)

1. Recommended by a health professional or counsellor
2. By word of mouth (e.g. family, friends or work colleagues)
3. The ACMA's website
4. Advertising in a licensed venue (e.g. TAB)
5. Via a search engine (e.g. Google, Bing)
6. Social media or other online advertising
7. From a wagering provider's website or communications
96. Other (please specify)
98. (Don't know) / Not sure *(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

Module J - Demographics

*(ALL)

*PREQJ5 And finally just a couple of questions about yourself.

(NEW SCREEN)

*(ASK ALL)

QJ2 (2017)

Now thinking about children aged under 18 living in the household. Are there any children in the following age groups?

(CATI: NO NEED TO READ OUT IF THEY SAY THEY DON'T HAVE ANY CHILDREN UNDER 18)

(STATEMENTS)

- a. Aged 5 and under
- b. Aged 6 to 11
- c. Aged 12 to 14
- d. Aged 15 to 17

(RESPONSE FRAME) (SINGLE RESPONSE)

- 1. Yes
- 2. No
- 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

*(ALL) <25 SECONDS>

QJ5 What is your **household's** combined **annual** income from all sources, before tax?

Please select one answer.

(SINGLE RESPONSE) (READ OUT) (PROBE)

- 1. Under \$20,000
- 2. \$20,000 - \$39,999
- 3. \$40,000 - \$59,999

- 4. \$60,000 - \$79,999
- 5. \$80,000 - \$99,999
- 6. \$100,000 - \$149,999
- 7. \$150,000 or more
- 8. Nil income
- 9. Negative income
- 98. (Don't know) / Not sure

END OF MODULE