

OFCOM

SURVEY NAME: CUSTOMER SATISFACTION TRACKER

SURVEY DATE: 18TH NOVEMBER – 29TH NOVEMBER 2024

METHODOLOGY: ONLINE SURVEY

SURVEY LENGTH: 15MINS

SAMPLE: 2500 UK ADULTS AGED 16+ PLUS A USER BOOST OF C.30-50 SAMPLE TO ENSURE THAT SMALLER COMMUNICATIONS PROVIDERS (WITH A MARKET SHARE OF 4%+) HAVE A MINIMUM OF 100 USERS EACH

JOB NUMBER: 014132

INTRODUCTION

Hello, welcome to Yonder Surveys. Thank you for agreeing to take our survey.

We're conducting a study on behalf of Ofcom, the independent regulator of telecommunications, which protects the interests of consumers.

The aim of the study is to understand how satisfied people are with the providers they use for their different communications services (such as home phones, mobile phones, TV services and the internet).

The questions will take about 10-15 minutes. You can refuse to participate or stop the survey at any point. The data we are collecting is for research purposes only and we rely on your consent to process the data.

Full details of why we collect data and how it is used can be found in our privacy statement.

Please click >> to continue.

SCREENER SECTION

ASK ALL - SINGLE CODE

S1A. Gender

What is your gender?

1. Male
2. Female
3. Other/ prefer to use my own term – Please specify this term if you would like to
4. Prefer not to say

ASK ALL - SINGLE CODE

S1B. Gender at birth

Is your current gender the same as (or does your current gender align with) your gender recorded at birth?

1. Yes
2. No
3. Prefer not to say

ASK ALL - SINGLE CODE

S2. Age

What is your age?

ASK ALL - SINGLE CODE

S2a. Region

Which of the following describes where you live?

1. Wales
2. Scotland
3. North East
4. North West
5. Yorkshire and the Humber
6. West Midlands
7. East Midlands
8. East of England
9. London
10. South East
11. South West
12. Northern Ireland

ASK ALL - SINGLE CODE

S3A/B. Chief Income Earner

Please tell us the employment status and occupation (where applicable) of the Chief Income Earner in your household.

The Chief Income Earner is the person with the largest income, whether from employment, pensions, state benefits, investments, or any other source.

If two or more related people in the household have equal income, please think of this question with the oldest in mind

The Chief Income Earner can be of either sex, with no preference to either.

Which of the following best describes the employment status of the Chief Income Earner in your household?

Full-Time employment (more than 29 hours a week) – Code using Grader	1
Part-Time employment (less than 29 hours per week) – Code using Grader	2
Retired / Widow / Widower	3
Student	4
Not working / Sick / Disabled	5

If Retired / Widow / Widower:

Does the Chief Income Earner have a Private Pension?

Yes – Code via Grader using PREVIOUS occupation of the Chief Income Earner

No – Code as SEG E

If Student:

CODE AS C1

If Not working/Sick/Disabled/Working less than 8 hours per week:

CODE AS E

If working Full time / Part Time:

What is the occupation of Chief Income Earner? USE GRADER

Or if retired on a Private Pension

What was the PREVIOUS occupation of the Chief Income Earner? USE GRADER

ASK ALL – MULTICODE OK FOR CODES 1-4

S4. Service usage

Which of these services do you or does your household have?

1. Mobile phone
2. Landline phone (i.e. home phone)
3. Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)
4. Any Pay TV service through satellite, cable or broadband (such as *Sky TV, Virgin Media TV, EE TV (Also formerly known as BT TV), TalkTalk TV*)

[SHOW TEXT BELOW OPTION 4]

Pay TV is a set of TV channels that you pay for and subscribe to that show broadcast TV channels (such as BBC, ITV, Channel 4 and so on). We do not mean on-demand streaming services (such as Netflix, NOW TV or Amazon Prime Video).

5. None of these **[CLOSE]**

ASK IF HAVE FIXED BROADBAND BUT NOT LANDLINE AT S4 – SINGLE CODE

S5. Line rental

Does your household pay line rental in order to receive your fixed broadband service? By line rental, we mean the rental of a fixed line to make calls if you plugged a phone into the line.

Because your household pays line rental to the landline provider to be able to receive the fixed broadband service, we are most interested in your landline service, even if no calls are made or received.

1. Yes, pay line rental for a fixed line **[UPDATE S4 CODE 2]**

2. No
3. Don't know

SERVICE PROVIDER SECTION

ASK ALL – MULTICODE OK FOR CODES 1-4

Q1. Service decision-maker

Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?

1. Mobile phone [SHOW CODES SELECTED AT S4]
2. Landline phone (i.e. home phone) [SHOW CODES SELECTED AT S4]
3. Fixed broadband internet [SHOW CODES SELECTED AT S4]
4. Pay TV service through satellite, cable or broadband (such as *Sky TV*, *Virgin Media TV*, *EE TV* (also formerly known as *BT TV*), *TalkTalk TV*) [SHOW CODES SELECTED AT S4]
5. None of these [CLOSE]

ASK ALL – FILTERED BASED ON SERVICES RESPONSIBLE FOR AT Q1 – MULTICODE OK FOR CODES 1-4

Q2. Multi-service provider

Do you receive any of these services from the same provider?

If you have more than one set of services from the same provider (e.g. TV and landline from one provider, mobile and broadband from another), please tell us which services are in the package you consider to be the MAIN one, or the one your household spends the most on?

1. Mobile phone
2. Landline phone (i.e. home phone)
3. Fixed broadband internet
4. Pay TV service through satellite, cable or broadband (such as *Sky TV*, *Virgin Media TV*, *EE TV* (also formerly known as *BT TV*), *TalkTalk TV*)
5. None of these

ASK FOR ALL SERVICES AT Q1– COVERING ANY SERVICES MENTIONED AT Q2 TOGETHER – SINGLE CODE PER PROVIDER

Q3. Service provider customer

Which provider do you use for your [SERVICES AT Q1]? Please indicate which company you pay for this service, not the brand of your set top box or handset.

[SHOW TEXT WITH MPSUP LIST] Please note: Virgin Mobile customers have been moved to O2. If you are a Virgin Mobile customer, please select O2.

[SHOW TEXT WITH TVSUP LIST] Please note: BT TV has been rebranded to EE TV, and EE TV can now be purchased through both BT and EE. If you have EE TV, please select the provider that bills you for the service.

If you use more than one provider please answer about your MAIN provider.

Mobile phone service [MPSUP]	Fixed line Phone [LLSUP]	Fixed Broadband [BBSUP]	Pay TV Service [TVSUP]
EE	BT	BT	BT (giving me access to EE TV, previously known as BT TV)
giffgaff	EE	EE	EE
O2	Plusnet	Plusnet	Sky
Sky	Sky	Sky	TalkTalk
Tesco Mobile	TalkTalk	TalkTalk	Virgin Media
Three	Virgin Media	Virgin Media	Other provider–SPECIFY
Vodafone	Vodafone	Vodafone	
Lebara	Other provider–SPECIFY	Other provider–SPECIFY	
Other provider–SPECIFY			

LANDLINE SECTION

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L1. Landline overall satisfaction

Now we'd like to ask you some questions about your home landline service from [PIPE IN LLSUP SELECTED @Q3].

In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN LLSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL LANDLINE SINGLE SERVICE DECISION MAKER RESPONDENTS – THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

L2. Landline value for money

And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN LLSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied

3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L3. Landline reliability

And how satisfied are you with the RELIABILITY of your landline service from [PIPE IN LLSUP SELECTED @Q3]? By reliability, we mean being able to make a call when you need to and getting a dialling tone reliably.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL LANDLINE DECISION MAKERS AT Q1 – SINGLE CODE

L4. Landline clarity

And how satisfied are you with the clarity of the line when making or receiving calls on your landline from [PIPE IN LLSUP SELECTED @Q3]. By this, we mean being able to clearly hear the other person on the call.

MOBILE SECTION

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M1. Mobile package

Now we'd now like to ask you some questions about your mobile phone service from [PIPE IN MPSUP SELECTED @Q3].

Which of these best describe the mobile phone package you personally use most often?

1. Prepay/ pay as you go – using top-ups
2. Monthly contract/ SIM only – paying monthly
3. Don't know

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M2. Mobile overall satisfaction

In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN MPSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL MOBILE SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

M3. Mobile value for money

And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN MPSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M4. Mobile reception

And how satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from [PIPE IN MPSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

FIXED BROADBAND SECTION

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN1. Broadband services

We'd now like to ask you some questions about your fixed broadband service from [PIPE IN BBSUP SELECTED @Q3].

Which of these fixed broadband services does your household have?

1. Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second
2. Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher
3. Ultrafast broadband - the download speed is 100MB/second or higher
4. Don't know

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN2. Broadband overall satisfaction

In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN BBSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL FIXED BROADBAND SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

IN3. Broadband value for money

And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN BBSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN4. Broadband speed

And how satisfied are you with the SPEED OF SERVICE while online from [PIPE IN BBSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN5. Broadband reliability

And how satisfied are you with the RELIABILITY of your fixed broadband service from [PIPE IN BBSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

PAY TV SECTION

ASK ALL PAY TV DECISION MAKERS AT Q1 – SINGLE CODE

PT1. Pay TV overall satisfaction

We'd like to ask you some questions about your Pay TV service provided by [PIPE IN TVSUP SELECTED @Q3].

How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider [PIPE IN TVSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL PAY TV SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

PT2. Pay TV value for money

And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN TVSUP SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

BUNDLE SECTION

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B1. Bundle overall satisfaction

Now we'd like to talk with you about the services that you have from the same supplier – so using [PIPE IN SERVICES PROVIDERS SELECTED @Q3] for your [PIPE IN SERVICES SELECTED @Q2].

In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN SERVICES PROVIDERS SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

6. Don't know

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B2. Bundle value for money

And how satisfied are you with the overall VALUE FOR MONEY of your service from [PIPE IN SERVICES PROVIDERS SELECTED @Q3]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

BENCHMARK SECTION

We'd now like to ask you some questions about other household services.

ASK ALL – MULTICODE OK FOR CODES 1-3

BM1. Benchmark service usage

Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?

1. Gas supplier
2. Electricity supplier
3. Bank current account
4. None of these

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM2. Main bank account

Which bank do you use for your MAIN current account?

1. Bank of Scotland
2. Barclays
3. Chase
4. Co-op bank
5. First Direct
6. Halifax
7. HSBC
8. Lloyds
9. Monzo
10. Metro Bank
11. Nationwide
12. NatWest
13. RBS
14. Santander
15. Starling Bank

16. TSB
17. Ulster Bank
18. Virgin Money (Clydesdale Bank/Yorkshire Bank)
19. Yorkshire Building Society
20. Other SPECIFY

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM3. Bank account overall satisfaction

In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN BANK SELECTED @BM2]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL DECISION MAKERS FOR BOTH GAS & ELECTRICITY (CODE 1 AND 2 AT BM1) – SINGLE CODE

BM4. Utilities provider

Do you use the same provider for both gas and electricity?

1. Yes
2. No
3. Don't know

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM5. Gas and electricity supplier

Which supplier do you use for gas and electricity?

1. British Gas
2. Bulb
3. Co-op Energy/ The Co-operative Energy
4. E
5. Ecotricity
6. EDF
7. E.ON Next
8. Npower
9. Octopus
10. OVO Energy
11. Power NI
12. Sainsbury's Energy
13. Scottish Power
14. Shell Energy
15. SSE
16. Utilita Energy
17. Utility Warehouse

18. Other SPECIFY
19. Don't know

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM6. Gas and electricity overall satisfaction

In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN UTILITY SUPPLIER SELECTED @BM5]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM7. Gas supplier only

Which supplier do you use for gas?

1. British Gas
2. Bulb
3. Co-op Energy/ The Co-operative Energy
4. E
5. Ecotricity
6. EDF
7. E.ON Next
8. Npower
9. Octopus
10. OVO Energy
11. Power NI
12. Sainsbury's Energy
13. Scottish Power
14. Shell Energy
15. SSE
16. Utilita Energy
17. Utility Warehouse
18. Other SPECIFY
19. Don't know

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM8. Gas supplier only overall satisfaction

In terms of your gas service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN GAS SUPPLIER SELECTED @BM7]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM9. Electricity supplier only

Which supplier do you use for electricity?

1. British Gas
2. Bulb
3. Co-op Energy/ The Co-operative Energy
4. E
5. Ecotricity
6. EDF
7. E.ON Next
8. Npower
9. Octopus
10. OVO Energy
11. Power NI
12. Sainsbury's Energy
13. Scottish Power
14. Shell Energy
15. SSE
16. Utilita Energy
17. Utility Warehouse
18. Other SPECIFY
19. Don't know

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM10. Electricity supplier only overall satisfaction

In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by [PIPE IN ELECTRICITY SUPPLIER SELECTED @BM9]?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

REASONS FOR DISSATISFACTION SECTION**ASK THOSE DISSATISFIED AT L1 (CODES 4 or 5)****QD1. Reasons for LANDLINE dissatisfaction**

You said earlier you were dissatisfied with the overall service from your landline provider, [PIPE IN LLSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT M2 (CODES 4 or 5)**QD2. Reasons for MOBILE dissatisfaction**

You said earlier you were dissatisfied with the overall service from your mobile phone service provider, [PIPE IN MPSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

If you are dissatisfied with your coverage or reception please try and be as specific as possible, for example does it relate to a specific location i.e. indoors/ outdoors/ in particular parts of their home or office or everywhere etc.?

Please type in below

ASK THOSE DISSATISFIED AT IN2 (CODES 4 or 5)**QD3. Reasons for BROADBAND dissatisfaction**

You said earlier you were dissatisfied with the overall service from your fixed broadband provider, [PIPE IN BBSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT QPT1 (CODES 4 or 5)**QD4. Reasons for PAY TV dissatisfaction**

You said earlier you were dissatisfied with the overall service from your pay TV provider, [PIPE IN TVSUP SELECTED @Q3]? Why do you say that?

Please give as much detail as you can.

Please type in below

NPS SECTION – RANDOMISE ORDER**ASK ALL LANDLINE DECISION MAKERS AT Q1****QN1. Landline NPS**

Based on your overall experience of using [PIPE IN LLSUP SELECTED @Q3] for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL MOBILE DECISION MAKERS AT Q1

QN2. Mobile NPS

Based on your overall experience of [PIPE IN MPSUP SELECTED @Q3] as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1

QN3. Broadband NPS

Based on your overall experience of [PIPE IN BBSUP SELECTED @Q3] as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL PAY TV DECISION MAKERS AT Q1

QN4. Pay TV NPS

Based on your overall experience of [PIPE IN TVSUP SELECTED @Q3] as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

[SHOW AS GRID] (out of 10)

ASK ALL – SINGLE CODE PER ROW

QC1. Knowledge about technology

Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement, please indicate how much you agree or disagree.

	Agree strongly	Agree Slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly

I try to keep up with technology	1	2	3	4	5
My friends tend to come to me if they have questions about technology	1	2	3	4	5
I'm as knowledgeable about these technologies as the next person	1	2	3	4	5

ASK ALL – MULTICODE OK FOR CODES 1-5

QC2. Internet use

Which, if any, of these do you use the internet for?

1. Online shopping (purchasing goods/ services / tickets etc.) or online trading/ auctions (e.g. eBay)
2. Online banking
3. Finding/ downloading information for work/ business/ school/ college/ university
4. Accessing news
5. Using social networking (such as Facebook, Twitter, Instagram, Snapchat, LinkedIn)
6. None of these

ASK ALL – SINGLE CODE PER ROW

QC3. Internet shopping

Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree...

	Agree strongly	Agree Slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly
Finding a cheaper deal is a priority for me	1	2	3	4	5
I look out for and use discount codes or discount vouchers whenever I can	1	2	3	4	5

QTEXT

And finally, we'd like to ask you some questions about you and your household. These questions are used to help us to group different people we will speak with across the UK as part of this study.

ASK ALL

QC4. Household

What is the total number of people in your household (including yourself and any children)?

TYPE IN

ASK ALL

QC5. Children in household

And what is the total number of children aged under 18 in your household?

TYPE IN

ASK IF RESPONDENT NOT WORKING AT S3A/B [CODES 3-5] AND MORE THAN ONE ADULT IN THE HOUSEHOLD BASED ON RESPONSE AT QC4, OTHERS SKIP TO QC7 – SINGLE CODE

QC6. Working adults in household

Are any other adults in the household working either full time or part time?

1. Yes, somebody in the household is working
2. No members of the household are working
3. Refused

ASK ALL – SINGLE CODE

QC7. Disabilities request

Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?

1. Yes
2. No [ROUTE TO QC10]

ASK ALL GIVING PERMISSION AT QC7 – MULTICODE OK FOR CODES 1-9

QC8. Disabilities

Which of these, if any, impact or limit your daily activities or the work you can do?

1. Hearing Poor hearing, partial hearing, or are deaf
2. Eyesight Poor vision, colour blindness, partial sight, or are blind
3. Mobility Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty
4. Dexterity Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.
5. Breathing Breathlessness or chest pains
6. Mental abilities Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration
7. Social/ behavioural Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.
8. Your mental health Anxiety, depression, or trauma-related conditions, for example
9. Other illnesses/ conditions which impact or limit your daily activities or the work you can do
10. Nothing – no impairments or conditions impact or limit your daily activities or the work you can do
11. Prefer not to say
12. Don't know

ASK ALL – SINGLE CODE

QC10. Household income

Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

	Per week	Per Year	
1.	Up to £199	Up to £10,399	1
2.	From £200 to £299	From £10,400 to £15,599	2
3.	From £300 to £499	From £15,600 to £25,999	3
4.	From £500 to £699	From £26,000 to £36,399	4
5.	From £700 to £999	From £36,400 to £51,999	5
6.	£1,000 and above	£52,000 and above	6
		Don't know	7
		Refused	8

ASK ALL – MULTI CODE

QBEN. Benefits

Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Please select all that apply.

[ROTATE CODES 1-9]

1. Income Support
2. Income-based Jobseeker's Allowance
3. Pensions Credit (Guaranteed Credit)
4. Pensions Credit (no Guaranteed Credit)
5. Employment and Support Allowance (ESA)
6. Universal Credit (and household has other earnings)
7. Universal Credit (and household has no other earnings)
8. Personal Independence Payment (PIP)
9. Carer's allowance
10. Other
11. None of these
12. Prefer not to say

ASK ALL – SINGLE CODE

QURB. Urban/Rural

Which of the following best describes where you live?

1. Urban – Population over 10,000
2. Town and Fringe
3. Village
4. Hamlet & Isolated Dwelling

THANK AND CLOSE